Newcomers' Guide to Manitoba

Immigration and Settlement Branch, Manitoba Department of Labour and Manpower, 1013 - 401 York Avenue, Winnipeg Manitoba R3C 0V8

How to Make an Emergency Phone Call

in Winnipeg and Brandon

FIRE
POLICE
AMBULANCE
POISON - 911 WINNIPEG
728-3321 BRANDON GENERAL HOSPITAL

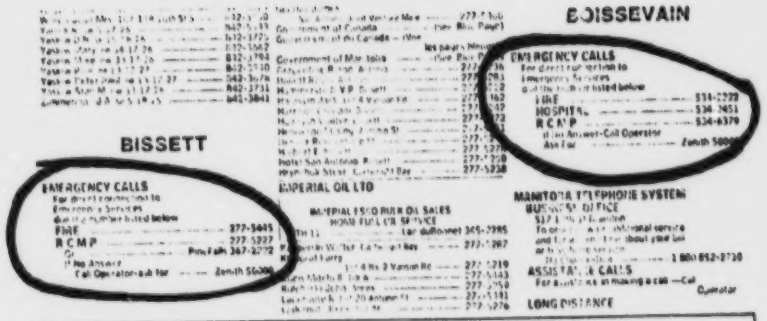
911

WRITE THESE DOWN BESIDE YOUR PHONE

Outside Winnipeg and Brandon

The emergency phone numbers are different in each city, town or community. These numbers are in the phone book at the top of the listing for the community.
Below is an example of how two Manitoba communities are listed in the phone book.

- Find your community listing in the phone book.
- Write down the numbers beside your phone.



What to Say

1. Say what the emergency is:
   "I want an ambulance."
   OR
   "I want to report a fire".
   OR
   "I want a police car to come."
   OR
   "I want to report an accident."

2. Say where the emergency is:
   "Come to (number, name) Street."
   OR
   "Come to the corner of (name) Street and (name) Street."

3. Give your name and address:
   "My name is _____. I live at _____."

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A WORD OF WARNING

The Newcomers' Guide to Manitoba has been written very carefully. The writers have tried to make sure the information is accurate. However, some services or information in the guide may not be accurate by the time you read this. The Government of Manitoba is not responsible for any inconvenience, expense or damage you may have as a result of using this Guide. It is good advice to go to or phone the agency providing services you need to get current information. You should do this if you use this book after January, 1983.

Acknowledgements

We owe special thanks to the three hundred newcomer families who took the time and trouble to read our chapters and who gave us many valuable suggestions. We would also like to thank the hundreds of people in community and government agencies for their support and suggestions during the field-testing process.

Also important was the generous help and advice received from people and organizations outside Manitoba who allowed us to benefit from their experience in this kind of work. Particularly deserving of mention are Betty Butterworth and Winston Tinling of the Newcomer Services Branch, Ontario Ministry of Citizenship and Culture, and Jo Ann Crandall of the Centre for Applied Linguistics, Washington D.C., in the United States.

Credits

PROJECT MANAGEMENT: D'ARCY PHILLIPS

Research, Writing, Editing: Elizabeth Carriere, David Etcheverry, Marjory Graham, Denise Hanning, Alec Jasen, Lee Kirkpatrick, Paul McGeachie, Ximena Munoz, Michael O. Murphy, D'Arcy Phillips.

Critical Reading and Field-Testing: Dong La, Tan Ngoc Le, Ximena Munoz, Jay Pan, Boris Salazar.

Cartography: Ernest Ens; Manitoba Government: Surveys and Mapping Branch, Department of Natural Resources.

Illustrations and Layout: John Morrall. Indexing: Brenda Norquay

Proofreading: Arthur S. Carter, Borys Procak Production Co-ordination: Ximena Munoz.

Production Assistance: Catherine Colp, Ernest Ens, Marjory Graham.

Typing: Marie Griggs, Wendy Hazjler, Cora Parani, Brenda Peach, Marion Vickell.

Typing Of Final Copy: Marie Griggs

Photography: Ernest Ens; Manitoba Government Photographic Services; Plus additional photos as credited in text.

Message from the Premier

On behalf of the Government of Manitoba, I am very pleased to welcome you to this province.

Manitobans know that newcomers help to make their province a good place to live, to work and to bring up their children. Many of the people here were newcomers themselves not very long ago. For many others, it was their parents or grandparents who came here to begin a new life.

This is why Manitobans understand that starting a new life in a new country can be both difficult and rewarding. We know too that new residents bring with them energy, determination and courage. They also bring skills and ideas which help our economy grow, and values and traditions which make Manitoba a better place to live.

It is my hope that you will be able to benefit fully from the opportunities this province offers. In order to do this, you will need to know many things about Manitoba. The Newcomers' Guide to Manitoba was written to help you understand how you can participate in the life of the province.

I wish you much success and happiness in Manitoba, your new home.

Howard R. Pawley
Premier of Manitoba

Message from the Minister

This guidebook is a very special way of welcoming you to Manitoba. It is an invitation to you to take an active role in your new life in this province.

Like many Manitobans, I came to this province as an immigrant. As a newcomer and as someone who has taught English as a Second Language, I have learned something about the difficulties and the rewards of settling in a new country.

I know that the Newcomers' Guide to Manitoba will help you by answering questions you may have about work, or school, or the law, or finding a place to live and about many other things. It will show you how to use services in Manitoba and give you some ideas about how Canadian culture works.

This guidebook was written in a way that makes it especially helpful to newcomers. Over three hundred newcomer families helped in the production of the book. They read it and gave their ideas about the kind of information newcomers need to know, and how this information could be written so that it was most useful. Also, students learning English looked at the book to see if it could be clearly understood. Over three hundred people who provide services used by new residents also checked it to make sure the facts were correct.

For all this help, I want to say a very sincere "Thank you".

I would like to extend my personal welcome to you. I hope you make full use of this book and the services described in it.

Mary Beth Dolin
Minister, Labour and Manpower

How to Use This Book

Here are some things to understand when you use this book.

- **Read Only What You Need**

  You wouldn't read a dictionary from front to back. Treat this book the same way. Just read what you need to know and leave the rest until you have a different question.

- **Use The Boxes**

  Throughout this book you will see boxes like the one shown in the picture. As you can see all the information you need about where, when and how to get there is in the box. Also inside the box is a map reference. In the picture on the right it is ❸ .

- **Use The Maps**

  Near the back of the book you will have 7 maps. Two of these, A and AA show the downtown area of Winnipeg. B and BB are two maps showing all of Winnipeg. Map C is of Brandon. In the example photographs you can see that the post office is ❸ on Map A.

NOTE: Facing each map is a legend, or Key to Map ___. It gives the name and address of each place marked on that map.

Using the Post Office or Canada Post Corporation

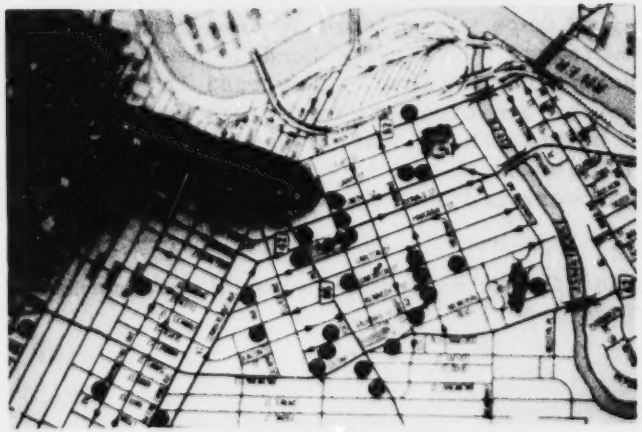
11

Main Post Offices

Winnipeg	Brandon
266 Graham Avenue	1039 Princess Avenue
See No. ❸ on Map A	See No. ❸ on Map C
Open 8:00 - 5:30 Monday to Friday	Open 8:00 - 5:15 Monday to Friday
Phone 949-5481	Phone 727-1755
Buses: Any bus going downtown near Eaton's.	

NOTE: In Winnipeg, look in the Blue Pages of the telephone book under "Government of Canada Post Offices" for the addresses of other postal stations.

Post Offices sell stamps and money orders and handle parcels. They also register letters and parcels. There are many drug stores and other small shops which offer postal services. Look for a sign saying "Post Office" on or over the window or door. Ask about the hours. They may be different from those in the box above.



- Use the Guides To The Chapters

  At the beginning of each chapter you can see a table of contents, or Guide to Chapter — . This will help you find the information you need.

- Use The Index

  At the back of this book there is an index or listing of all the subjects in this book listed in alphabetical order. If you wanted to find information on mailing a letter you could look in the Index under M for mail or P for Post Office.

- Use The Photos

  Many of the photos show what the building you are looking for looks like. For example on page 208 there is a picture of the Norquay Building to help you find it.

- The List Of Chapters

  Most names of chapters will tell you immediately what information they contain. However, it would be a good idea to find out exactly what is in those chapters. Remember that Chapter One is about many things you will need to know when you first arrive. Chapter Two, is about walking, using buses, taxis, cars, trains and planes and Chapter Thirteen has information to help women, and people who are old, or poor or disabled.

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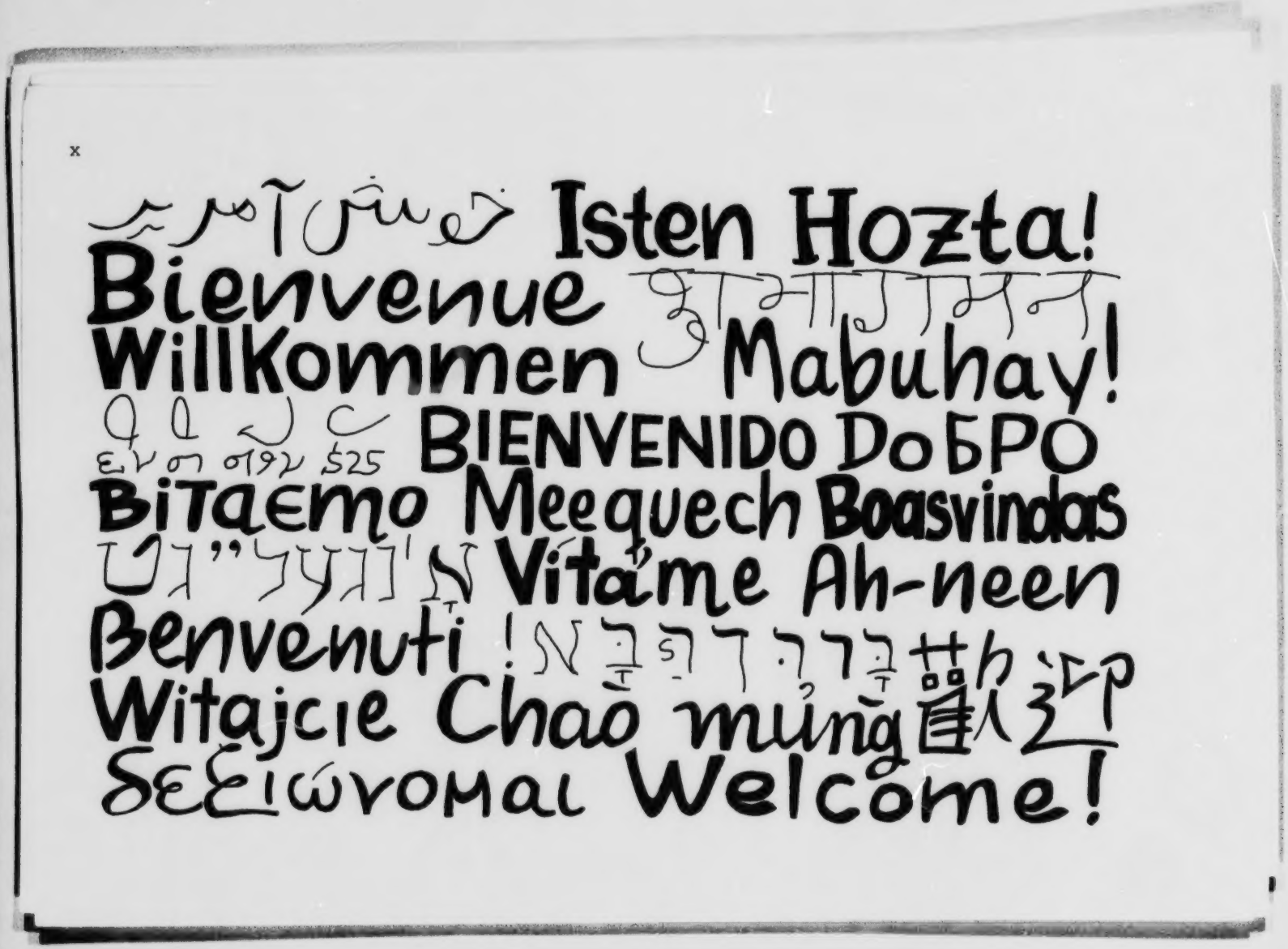

x

خوش آمدید Isten Hozta!
Bienvenue
Willkommen Mabuhay!
BIENVENIDO ДОБРО
Bitaemo Meequech Boasvindas
אָנגעל"גט Vitáme Ah-neen
Benvenuti !
Witajcie Chao mung
δεξιώνομαι Welcome!

Guide to Chapter 1

Your First Days in Manitoba

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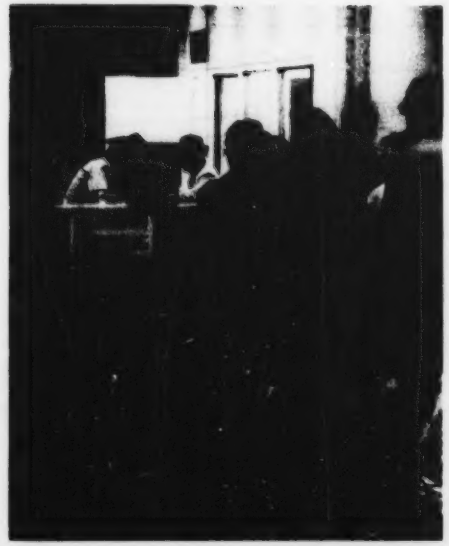
Your First Days in Manitoba

Welcome to Canada and Welcome to Manitoba



This book tells you things you should know about living here. If you have friends or relatives here already, you can learn many things from them. If not, we hope this book and the people of Manitoba will help you feel at home.

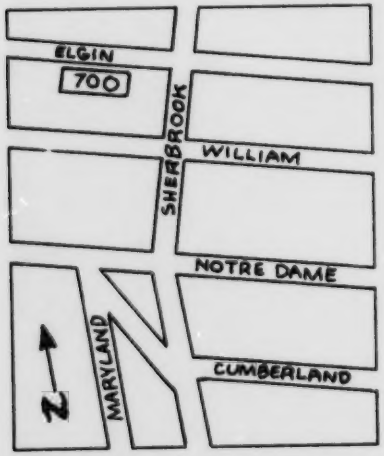
This first chapter tells you some of the things you may need to know during your first days in Manitoba. Other chapters give information on different topics such as working, health and so on. See the Table of Contents at the front of the book for a list of these topics and the chapter numbers. Each chapter begins with a "Guide to Chapter __". This will help you find the special section that you need.

International Centre

Winnipeg

700 Elgin Avenue
See No. 1 on Map A
Open 9:00 - 9:30 Monday to Thursday
9:00 - 5:00 Friday
10:00 - 4:00 Saturday

Phone 772-0346 (24 hours a day)
Buses: Sherbrook, William.



The International Centre is an important place to know about.

The men and women who work there can help you with many of the problems you may have when you first come to this province.

It was started by a group of private individuals who wanted especially to help newcomers. The group of people who run the International Centre includes many who themselves have come from different parts of the world to live in Manitoba.

- If you, your friends or relatives do not speak English and need help, the Language Bank will try to find someone who speaks your language. You can phone the Language Bank for help 24 hours a day, 7 days a week at 772-0346.

NOTE: For People Who Live Outside Winnipeg

If you need help from the Language Bank, AND if you do not have enough money to pay for a long distance telephone call, go to the nearest Police Station, and they will get a translator for you through the Language Bank in Winnipeg.

- If you are lonely or just want to meet people, you can go to a "welcome party" at the Centre. This is free. There is a party every Saturday from 11:00 a.m. to 1:00 p.m.
- The Consumer Help Officer at the International Centre can show you ways to use your money and ways to look after yourself and your family. For more information see the chapter called A PLACE TO LIVE.

The International Centre

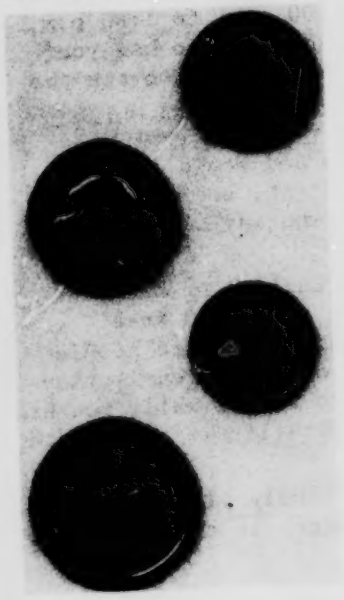
- If you have a problem and would like to talk to somebody about it, see the immigrant counsellor who may be able to help you.
- If you want to learn English or become a Canadian citizen, you can go to free classes at the Centre. There are people who will look after your children if they are too young to go to school while you are at class. For more details see the chapter called EDUCATION.
- If you just want a friendly place to meet with friends - the Centre is there for you to use.

Canadian Money or Currency

You can change most foreign money into Canadian currency at any bank. The unit of currency is the dollar. There are one hundred cents to the dollar.

Coins

Here are the most often seen Canadian coins, how much they are worth and the names people use for them.



Value (In spoken English)	Value (In written English)	Names for the Coin
One cent	$.01 or 1¢	a penny a copper a one-cent piece
Five cents	$.05 or 5¢	a nickel a five-cent piece
Ten cents	$.10 or 10¢	a dime a ten-cent piece
Twenty-five cents	$.25 or 25¢	a quarter a twenty-five cent piece

NOTE:

- There are two other coins not listed here: a fifty-cent piece and a silver dollar. You will not see them often.

- American coins have the same names. Their value in Canadian currency is about the same.

Paper Money

Dollars come in bills worth $1, $2, $5, $10, $20, $50, $100 and $1,000. Each type is a different color. BUT BE CAREFUL: One dollar bills are almost the same colour as twenty dollar bills.

NOTE:

American paper money is generally acceptable in Manitoba. Always ask for the "current rate of exchange" if you are using American money. Most businesses will give it to you although they do not have to.

BE CAREFUL: All American bills are the same colour.

Finding Your Way Around

There are maps in the back of this book to help you find your way around. If you need a more detailed map you can get one at most bus and train stations, airports, drug stores and gas stations. Some maps are free, some are not. If you have no map or need directions, ask someone for help. You might say, "Excuse me. I want to go to _____. Can you help me?" Bus drivers, policemen or policewomen and letter carriers are good people to ask. They usually know the area well. For more information, see the chapter called GOING PLACES.

Using a Public Telephone

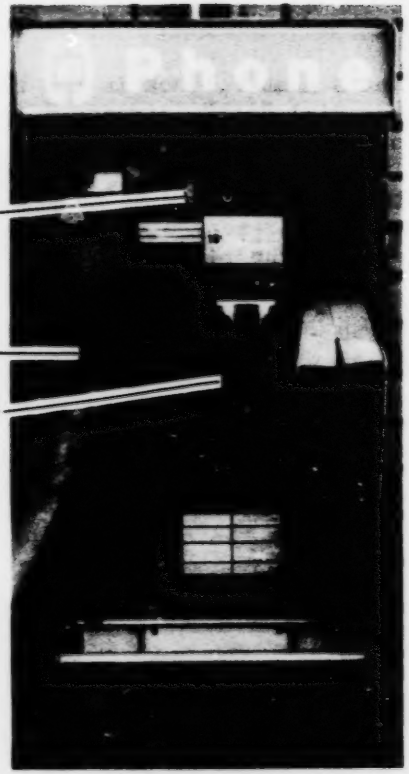
To get the operator dial "0".
No money needed.

To find a number, look in the telephone book or dial "411" (directory assistance).
No money needed.

You can find a public or "pay" telephone on some street corners and in most public buildings such as airports, gas stations, restaurants, department stores, drug stores, large office buildings and schools. Look for the sign in the picture.

Making an "Emergency" Telephone Call

- You don't need to use money in a pay phone if you are phoning "911" or "0" (Operator).
- See the inside of the front cover of this book or the chapter called MEDICAL SERVICES for information on how to make an emergency call.



- Pick up the handpiece and listen for a dial tone. This is a continous humming sound. If you do not hear the dial tone, the phone is not working. Replace the hand piece and use another pay phone.

- Put 15¢ into the hole or holes in the top of the phone marked 5, 10, or 25. You may put in 5¢, 10¢ or 25¢ coins but you cannot put in 1¢ coins (pennies). If you put in more than 15¢ you will not get change.

- When you have put in your money, dial or push the buttons for the number you want to call. Pay no attention to the letters on the dial or buttons. They are no longer used.

- If you hear a ringing signal (a soft bur-r-r sound broken by silence) this means you have reached your number. Give the person enough time to answer.

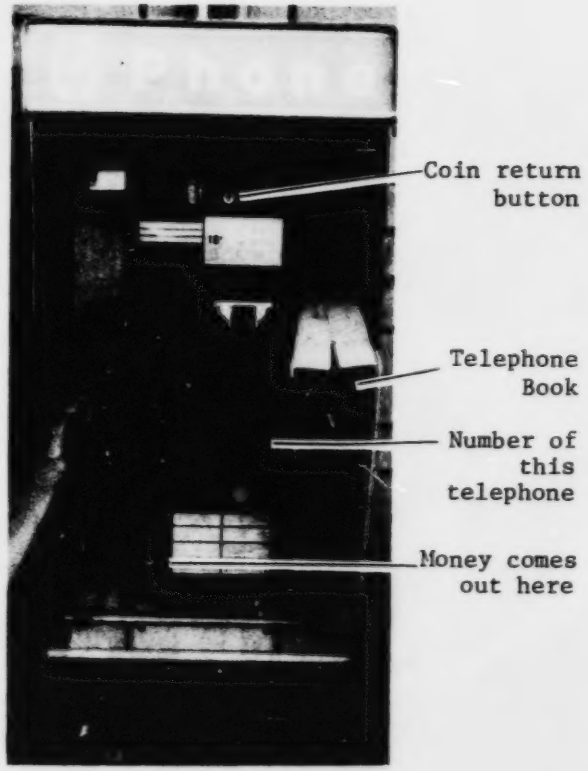
- If no one answers, hang up the hand piece.

- If you hear a series of short high-pitched tones, this means the number is busy or being used . Hang up the hand piece and call again in a few minutes.

- If no one has answered your call your money will be returned to you in the hole marked "$" in the bottom left corner of the phone. If your money is not there, push the coin return button several times and look again.

- If you know some English and you want to call someone long distance outside the city or town you are in dial "0" to get the operator and ask for help or, read the instructions on page 6 of the telephone book.

- If you are going to pay for the long distance call at the time of the call, make sure you have enough change or coins before you start.



Time

Time Zones

Canada has seven time zones. Here is an example of the difference that exists at any moment between some major Canadian cities. See the map for the boundaries. Remember the difference when making a long distance call across Canada.

The Macmillan School Atlas, 1965

When it's 3:00 p.m. in Manitoba, it is:

12:00 noon in Whitehorse, Yukon
1:00 p.m. in Vancouver, British Columbia
2:00 p.m. in Edmonton, Alberta
4:00 p.m. in Toronto, Ontario and Montreal, Quebec
5:00 p.m. in Halifax, Nova Scotia
5:30 p.m. in St. John's, Newfoundland

Daylight Saving and Standard Time

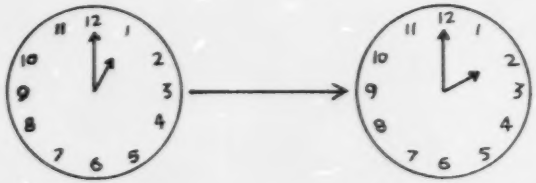
On the last Sunday in April everyone moves their clocks ahead one hour. For example from 1 o'clock to 2 o'clock .

This gives us one more hour of daylight for our working day.
This is called Daylight Saving Time.

On the last Sunday in October everyone moves their clocks back one hour. For example from 2 o'clock to 1 o'clock . This is called Standard Time.

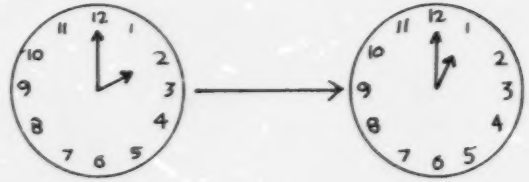
Watch the newspapers and listen to the radio and television for the announcement of the change.

On the last Sunday in April



One o'clock becomes two o'clock

On the last Sunday in October



Two o'clock becomes one o'clock

Telegrams

C.N.C.P. Telecommunications

Winnipeg

392 Main Street
See No. 2 on Map A
Open 8:00 - 5:00 Monday to Friday
9:00 - 5:00 Saturday
Phone 943-6501
Buses: Main, Corydon, Mountain, Sargent, Templeton, N. Main.

There is only one place in Manitoba for sending telegrams. It is in Winnipeg at the corner of Portage and Main Street (see the box above). If you cannot go there, it's possible to phone your message in. If you are using a language other than English or French, you will have to spell your message in the Latin alphabet.

It's much better to go into the office yourself and write your message in the Latin alphabet on the telegram form.

A regular telegram will be sent within 12 hours. An "urgent" telegram will be sent within one and one-half hours. "Urgent" telegrams cost twice as much as regular telegrams. For example:

A telegram to Laos:

Regular: 48¢ a word - 12 hours
Urgent: 96¢ a word - 1 1/2 hours

Using the Post Office or Canada Post Corporation

Main Post Offices

Winnipeg
266 Graham Avenue
See No. 11 on Map A
Open 8:00 - 5:30 Monday to Friday
Phone 949-5481
Buses: Any bus going downtown near Eaton's.

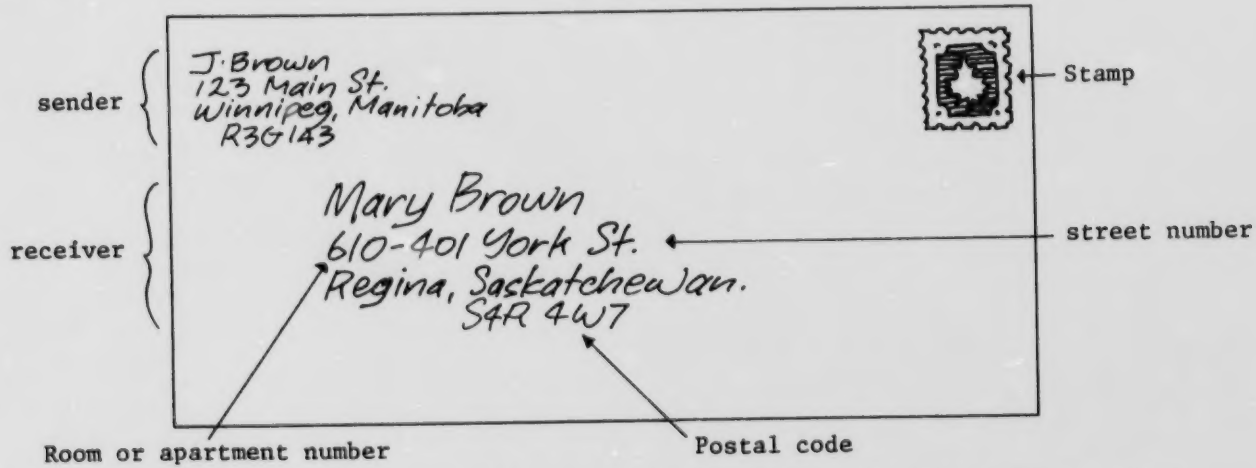
Brandon
1039 Princess Avenue
See No. 1 on Map C
Open 8:00 - 5:15 Monday to Friday
Phone 727-1755

NOTE: In Winnipeg, look in the Blue Pages of the telephone book under "Government of Canada Post Offices" for the addresses of other postal stations.

Post Offices sell stamps and money orders and handle parcels. They also register letters and parcels. There are many drug stores and other small shops which offer postal services. Look for a sign saying "Post Office" on or over the window or door. Ask about the hours. They may be different from those in the box above.

Sending a Letter or Parcel

If your letter or parcel is going to an English-speaking country, it must be addressed as shown here:



In 1983 a letter sent anywhere in Canada usually cost 32¢; to the United States, 37¢; overseas usually cost 64¢. If your letter is heavier than normal, you must pay more to send it. Have your letters and parcels weighed at the post office, if necessary. The people there will tell you the cost and sell you the stamps. When you have put the stamps on your letter or parcel, put it into a red box marked: Canada Post
Postes Canada

NOTE:

In Canada we also use a Postal Code. It helps move the mail faster. Learn your own postal code. It's part of your address. Put the postal code as shown in the picture. If you don't know your postal code you can find out at any post office or you can phone for this information.

Sending Documents and other Important Papers

Important papers such as passports, diplomas and legal papers should be sent by registered mail. A registered letter will probably never be lost. If it is not delivered, the post office will be able to find it for you more easily. If they cannot find it, you may get some money from them.

For information on the cost of registering a letter, go to or phone the nearest post office.

Sending Money

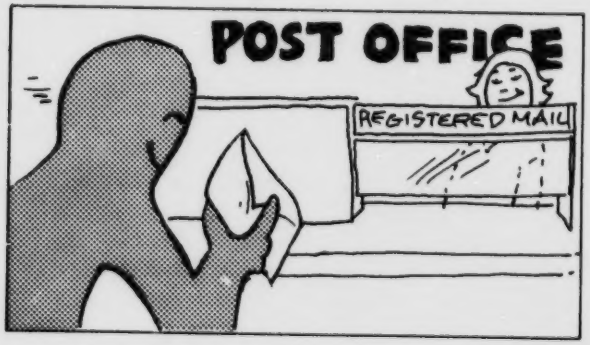
NEVER send cash in the mail.

<u>To send money in Canada or the United States:</u>

Buy a money order at the post office or bank in Canadian or American dollars and mail it

OR

If you have a bank account, ask the bank to transfer some money from your account to the account of the person you are sending money to, or to a bank near where he or she is.



<u>To send money overseas:</u>

Go to a bank and ask about the following ways:

- International money order
- Telex
- Mail payment order
- Bank draft

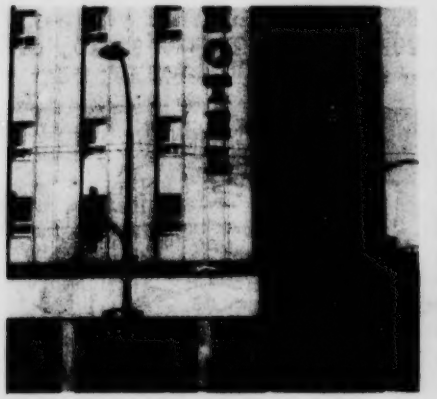
Keep the receipts. These are the pieces of paper which record how much money you have sent overseas. They may be very important for income tax purposes.

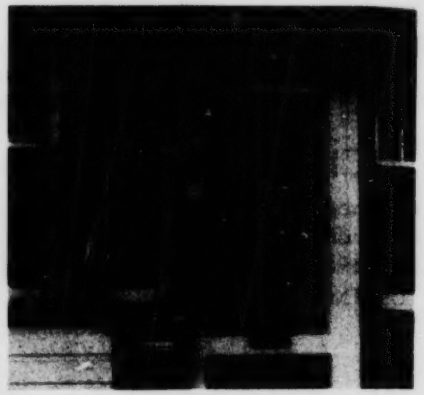
Where to Stay for the First Few Days

There are two kinds of places where people can stay, hotels and motels.

Hotels are similar to hotels in other countries. In Manitoba almost all hotels have dining rooms and/or coffee shops. The price of your meals is not included in the price of the room. You can often get a weekly or monthly rate which is cheaper than a daily rate.

Motels were originally called motor hotels. They were for people travelling by car. They are usually located outside the centre of town. Most often each room has its own door onto the parking lot. Some motels have dining rooms or coffee shops. Usually motels offer fewer services for their guests than hotels do. They are also usually less expensive than hotels.





Where to Live

Almost all apartments include at least a fridge and stove, so you will not need to buy these. Some apartments include other furniture as well. These are called furnished apartments or rooms and usually come with fridge, stove, beds, table, chairs, chest of drawers, drapes and sofa. Furnished apartments are usually more expensive than unfurnished, and they are harder to find. However, it is also possible, sometimes, to get a furnished place for almost the same price as unfurnished. It depends on the landlord. In most apartment buildings there are laundry facilities : washer and dryer. For more details on finding a place, see the chapter called A PLACE TO LIVE .

Sales Tax

You must pay a 5% sales tax on most things you buy in Manitoba. This means that you pay 5¢ more for every dollar you spend. If something is marked $2.00, you must pay $2.10, or two dollars and ten cents when you buy it. There is no tax on some things such as most books, food and children's clothing.

Social Insurance Number-S.I.N.

You need a social insurance number to work in Canada and to receive some government services. To learn how to get a social insurance number, see the chapter called WORKING IN MANITOBA.

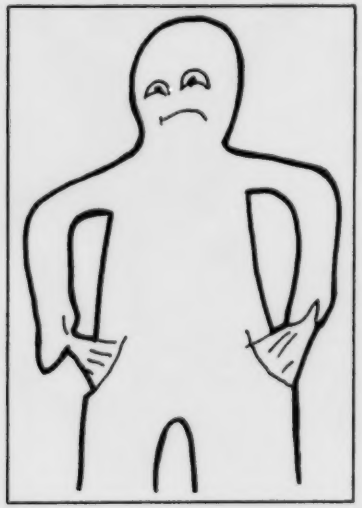
Manitoba Medical or `Medicare´

If you are a landed immigrant in Manitoba you must have a Manitoba Medical Card. Then you will not have to pay to see doctors or to stay in the hospital. This card costs nothing. You should apply for your card immediately. To learn how to get a Manitoba Medical Card see the chapter called MEDICAL SERVICES . If you are a visitor, you will need to get your own medical insurance. See the chapter called MEDICAL SERVICES .

Emergency Assistance

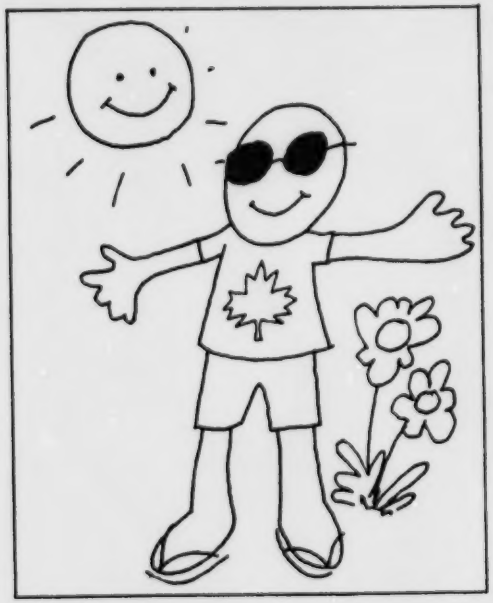
If you have no money and neither friends nor relatives to help you, go to the International Centre. See the box on page 2 for address and telephone number. An immigrant counsellor there will try to find an agency that can help you.

If you live outside Winnipeg, you can phone the International Centre. See page 3 for information on how to do this. Ask for the immigrant counsellor. He or she will try to help you.



Climate

Manitoba is in the north central part of North America. It is far away from any large warm bodies of water and so its climate is one of extremes. The summers are hot and the winters are cold. There are warm spring and autumn days with nights that are suprisingly cold to people who have lived in more moderate climates near oceans or seas.



Spring

- mid March, April and half of May.
- warmer with a fair amount of rain.
- temperature may be quite high during the day but can drop sharply during the night.
- dress suitably when you go out. A sweater is a good idea on a spring evening.
- there is usually a lot of water on the ground because of the melting snow. Get a pair of rubber boots or toe-rubbers and use them. Spring is a good time to buy winter clothes at low prices.

Summer

- late May, June, July, August and early September.
- warm and sunny.
- temperature usually are the low 20's Celsius but they can rise to the mid 30's.
- you can wear light clothes and swim or sunbathe outside.

Fall or Autumn

- mid September, October, early November.
- cool, with some rain.
- nights can be cold.
- you will need heavier clothing: a sweater, a jacket or coat, a raincoat.
- you should get ready for winter.
- buy winter clothing if you don't have any.
- prepare your car for winter. See "Winter Driving" in the chapter called GOING PLACES .

Winter

- mid November, December, January, February, March.
- days and nights are cold, usually below 0 ^{o}C and sometimes as low as -40° C.

Things to Know About Winter in Manitoba

Snow, Ice and Sleet

- When the temperature is 0° or lower:

- rain freezes in crystals before it reaches the ground. This is snow.
- water on the ground changes to ice.
- partly frozen rain covers everything with ice. This is sleet.

Walking

Ice is slippery. It's easy to fall down if you don't have good winter boots with broad rubber soles and heels.

Put sand on ice-covered sidwalks and steps. This will make them less slippery. Using salt to melt ice will not work if the temperature is too low.

Ice on rivers and lakes can be dangerous. You should never walk on this kind of ice unless you know it is very thick. It could break and you could fall through it into the water.

Snowstorms and Blizzards

When a lot of snow falls and there is a strong wind, this is called a snowstorm. When the wind is very strong, more than 40 km per hour, and the snowfall lasts for more than 6 hours, it is called a blizzard. It is dangerous to go outside in this kind of weather. You will not be able to see very far because of the blowing snow. You should stay inside when you know a heavy snowstorm or blizzard is coming. If you must go out, dress very warmly. Tell people where you are going and how you are going to get there. Then, if you become lost, people will know where they should start looking for you.

Windchill Factor

Wind makes low temperatures even colder. In Manitoba, in the winter, it is important to remember this. Pay attention to weather reports and forecasts on the radio, TV and in the newspaper. Pay special attention to the windchill factor:

This is a number which shows the combination of wind and temperature. It tells you how quickly the cold will affect your body.

If the windchill factor is:

- 1800: uncovered skin will freeze.
- 2300: walking outside becomes dangerous; your uncovered skin will freeze in one minute.
- 2700: your uncovered skin will freeze in less than half a minute.

IMPORTANT: DON'T WALK OUTSIDE FOR LONG DISTANCES WHEN THE WINDCHILL FACTOR IS HIGHER THAN 1800.

Frostbite or Frozen Skin

When skin freezes, it turns white and you have no feeling there. If this happens go some place warm right away. Warm the frostbitten area slowly. Do not rub it. This could cause damage if the skin is seriously frozen.

Freezing to Death Due to Exposure

Every year people die from exposure to the cold. It happens most often when people are outside and are any or all of the following: hungry, tired, drunk or wet. The situation is especially dangerous if there is a strong wind, even if the temperature is not very low (near 0° C). People who are suffering from exposure to the cold show the following signs or symptoms:

1st - They start shivering: their body begins to shake and they cannot stop it.
2nd - They feel sleepy and they have difficulty in talking and walking.
3rd - They lose consciousness: they "fall asleep".
4th - Their hands, feet, nose and ears freeze.
5th - They die.

In some cases the change from the 2nd step to the 5th step can happen in less than 2 hours. It is important to know that some of the symptoms of exposure are the same as the symptoms of drunkness. Pay attention to these signs whenever they appear.

REMEMBER

- Try to avoid getting your clothes wet. If they do get wet change into dry clothes as soon as possible.
- Don't go for long walks when you are tired, hungry or have been drinking alcohol.
- If you start to feel sleepy, don't lie down. It will feel very comfortable and you may never get up.
- Get out of the cold if possible.

Weather Reports

You can learn what the weather is going to be like

- on every radio station usually just before or after the news on the hour or half hour.
- on most TV stations twice during the evening, once at dinner time and once again after the late news.
- in Winnipeg on Cable TV, Channel 6 or 9, 24 hours a day, in written form (not spoken).
- on the phone 24 hours a day - 949-2050 in Winnipeg.
- in the newspaper usually at the top of the front page near the name of the newspaper.

NOTE: Sometimes you may hear or see a "Weather Warning" on the radio or television. This means there is a danger of a severe storm or winds within six hours.

Clothes

It's very important to wear warm clothes in winter. An important idea to remember is that you can keep warm if you can keep warm air close to your body.

One way to do this is to wear several layers of clothing. For example, long underwear, or tights under your regular pants, two pairs of socks and two sweaters.

Another way is to buy winter clothing which traps a lot of air inside. One of these types of material is wool. Another is down which is a special type of feather from water birds. Leather or vinyl will not keep the warmth in itself. It will keep out the wind but you should have something warm under it. Here are some more important points about outdoor clothing.

Hats

It's a very good idea to wear a hat in winter. You lose a lot of your body heat through your head. Make sure you wear a warm hat, toque, a knitted hat or a parka with a hood. Cover your ears. See the picture on page 21.

Scarves

They help to keep your neck and chest warm. If you don't wear one, you are more likely to get cold.

Coats

Wool, leather lined with wool, or down-filled are good choices. Make sure that the sleeves are long enough to cover your wrists and that the front will close completely top to bottom.

Mitts or Gloves

They should be thick, soft and not very tight. They should be long enough to cover your wrists. Mitts generally keep your hands warmer than gloves do.

Winter Underwear

Long underwear also helps to keep you warm. It is especially useful for children who play outside a lot.

Socks

Cotton or wool are best. Wear two pairs if you find your feet are cold when you are outside.

Boots

Good winter boots have a warm lining and thick soles with surfaces that will not slip on ice.

Children

It's very important that children be properly dressed before they go outside. A good snowsuit is especially useful. Cover the head with a toque or parka.
Children often lose their gloves or mitts. If you attach each glove to opposite ends of a long string, and push the gloves through the sleeves of the child's winter coat, the gloves will stay with the coat. When it's very cold, cover the nose and mouth with a scarf.

Tell children, when outside, not to put their wet tongues on cold metal surfaces such as pipes, bars or fences. If they do this, their tongues will be frozen for a minute or so to the metal. If this happens, it is important for the child not to become frightened. Wait for a minute, and it will come loose. Warm water will make this happen more quickly.

Skin Care

It's quite dry in Manitoba both indoors and outdoors during the winter. To prevent cracked skin, you can buy skin cream and lip creams in a stick form at any drug store.

Travel Manitoba

Fun

You may not believe that anyone could have fun outside in winter. Many Canadians would agree with you. Others enjoy the winter very much. If you dress warmly, having fun outside is not a problem. Children can play outside and there are many winter sports and games. Tobogganning, skiing and skating are just a few of these. For more information, see the chapter called HAVING FUN IN MANITOBA.

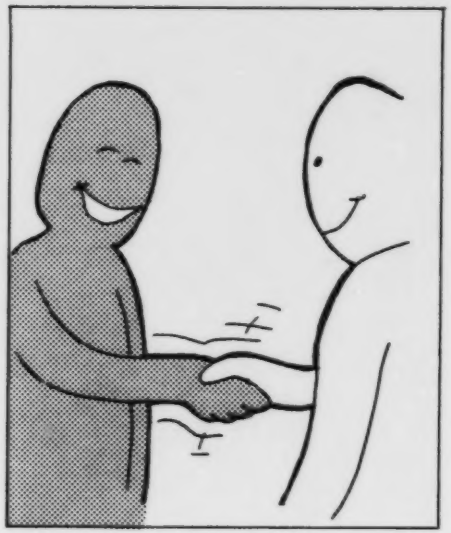
Travel Manitoba

Some Canadian Customs

Living in Canada may be difficult in the beginning. It is normal for people who have grown up in one culture, or way of life, to think that their way of doing things is the right way or the only way. You will find this is true both to you and of Canadians you will meet. Try to become familiar with Canadian customs and behaviour. It may help you to feel more comfortable here.

Greetings

Here are some customs which are usually followed by Canadians when meeting someone for the first time. A man will usually shake hands with another man when being introduced. A woman may choose to shake hands or not. In both cases the common thing to say is, "How do you do. Pleased to meet you." This is true when two people are being introduced to each other by a third person, or when one person is introducing himself or herself to a second person. After the first meeting, Canadians usually change to less formal greetings such as "Hi" or "Hello" or "How are you?" or "How are things going?" A friendly smile and "Hello" or "Hi" or "Fine thanks" is all that is needed in answer.



Names

The family name comes last in Canada. The family name of John Albert Smith is "Smith". In formal situations, or when you meet him for the first time, he will usually be called "Mr. Smith". However, after this first meeting he may expect you or even ask you to call him by his first name, "John". Often people who do not know you very well may want to call you by your first name. Canadians think it is friendlier to use the first name.

Being on Time

Canadians believe that managing time carefully is important. They often divide their day into several blocks of time and plan different activities in different places at different times. Canadians usually arrive on time for appointments. If they are more than five minutes late they say they are sorry, and offer a reason for being late. If they know they are going to be late they will phone in advance and tell someone. In some cases, for example, dentist appointments, being late may cost you money. A common saying which shows how Canadians feel about time is, "Time is money."

Visiting People at Home

In most, but not all cases, Canadians expect friends to phone before visiting. Neighbours may "drop in" without phoning, but the visit is usually tied to some special reason, for example, borrowing or returning a book or tool. The visit will not last for more than ten or fifteen minutes if the host doesn't offer the visitor something to eat or drink.

Gestures

A gesture is using your hands or other parts of your body to show what you mean or feel. Gestures are different in different countries. What is polite in one country may be rude in another. For example, Canadians often call people by moving their first finger towards themselves; they do not think it is rude, but people from other countries may think it is.

Many Canadians also show their feelings by touching. They sometimes put their hand on a person's shoulder or their arm around him or her to be friendly and to show warm feelings toward the person. Sometimes a Canadian will take your arm to guide you across a street. If you do not like being touched in this way, you can move away politely and quietly without hurting the other person's feelings. Canadians often hug when meeting close friends. Do not try

to imitate these gestures unless you clearly understand when and where to use them. Some ways of showing affection are not acceptable in Canada. For example, two men or two women holding hands is not usually acceptable. Some gestures that Canadians think are rude are: pointing your finger at someone, snapping your fingers to get someone's attention, or looking at someone for a long time without looking away. This last is called staring. However, it's important to understand the following idea. During a conversation most Canadians will look directly into each other's eyes occasionally but not regularly. If a person always lowers his or her eyes or continually looks away, most Canadians will think that person is not being honest, or is not interested, or is ashamed of something.

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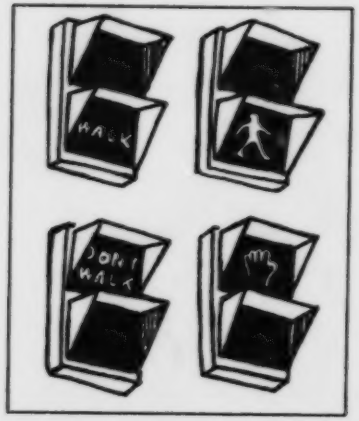
Going Places

Walking

Before going out, be sure to check the temperature,and in winter, the windchill factor so that you can wear the right clothes. Many Manitoba cities and towns have sidewalks for the safety of people who are walking or pedestrians. Where there are no sidewalks, walk along the left-hand side of the road. This way, you can see the traffic coming toward you and avoid an accident. If you must walk along the road at night or in bad weather wear bright clothing so that drivers can see you easily. Do not walk alone at night, and do not accept rides from strangers, especially if you are a woman.

Pedestrian Signals

These traffic lights tell pedestrians when they can and cannot cross the street. When the green light or little white man is turned on, you can cross the street. When a yellow or red light, or a red hand is turned on, do not walk across the street. At stop signs, stop and look both ways before you cross the street.



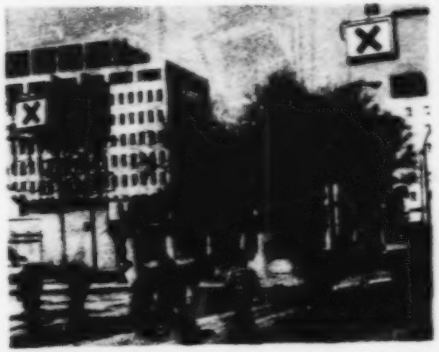
Crossing the Road on Foot

Jaywalking

Crossing the street illegally is called jaywalking. You do this by crossing when the traffic light facing you is red or when the pedestrian signal says "wait" or "do not walk." You may have to pay a fine if the police see you jaywalking.

Places to Cross: Crosswalks and Pedestrian Corridors

You can cross the street at a Crosswalk or at a Pedestrian Corridor.
Crosswalks are at intersections where there are sidewalks. The rules for using crosswalks are not known by most drivers. The best idea is to wait until traffic is clear in both directions before stepping into the road.

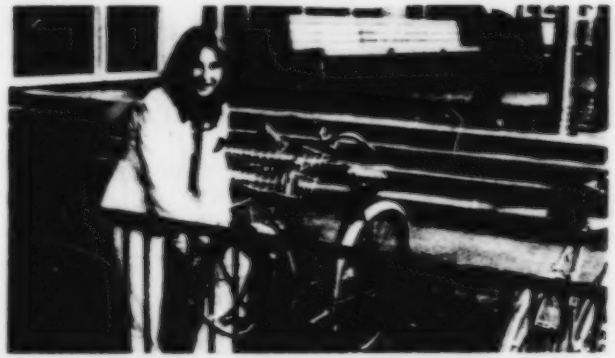


A Pedestrian Corridor is marked with wide white stripes painted on the surface of the road, and with yellow lights hanging over the street. See picture . At some corridors there is a button on a pole. Pressing the button will make lights on the crosswalk sign flash to warn cars that you are going to cross. If there is no button you must stand at the edge of the street, and, holding your arm at shoulder height point across the street. Wait until traffic comes to a stop in both directions. Then walk across the street.

NOTE: Allow drivers enough time to stop. Cars do not have to stop if they are very close to the corridor when you signal. Make sure your children know and use safe ways to cross the street.

Using a Bicycle

Brandon
City Hall
430 9th Street
See No. ● on Map C
Open 8:30 - 4:30 Monday to Friday
Phone 728-2278 and ask for extension 230



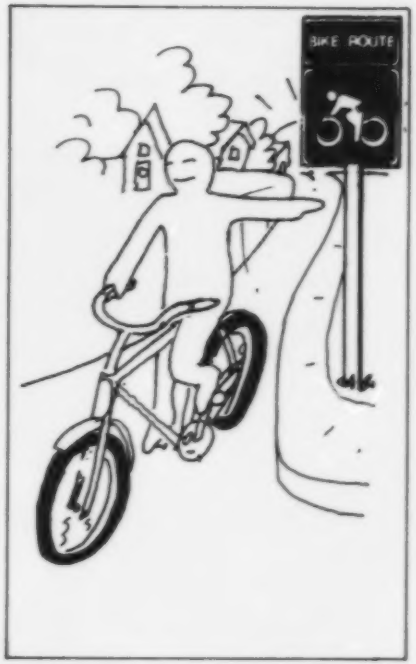
Bicycle Licences - In Brandon

You must buy a licence plate for your bicycle. When you do this the police will register the serial number of your bicycle.

If your bike is stolen, having the registration number will help the police return it to you. When applying for your licence for the first time, take a bill of sale with the serial number of the bicycle written on it, as proof that you own the bicycle.

NOTE: In Winnipeg you do not need a bicycle licence for your bicycle.

In Manitoba bicycle riding is done for exercise or fun. People ride their bicycles to school or work. In some areas there are routes for bicycles only, or routes which are shared by bicycles and cars. Both are marked by the sign shown in the picture.



The rules for bicycles are the same as for any vehicle

- Keep to the right at all times.
- Obey traffic signs and lights.
- Use hand signals when making a turn.
- If you use pedestrian facilities such as crosswalks or sidewalks, get off your bicycle and walk.
- Do not balance a passenger on the handlebars or rear wheel fender. More than one person on a bicycle is dangerous and illegal. Small seats for children under six years old can be attached to the back of the bicycle.
- Have a light and reflector on the bicycle for riding at night.
- Lock the bicycle securely when parking it.

City Buses

Winnipeg
421 Osborne Street
See No. 1 on Map B
Open 8:00 - 4:30 Monday to Friday
Phone 284-6930 for the offices
284-7190 24 hours a day for information
Buses: Osborne, Corydon, Pembina Hwy.

Lost and Found
Portage and Main Concourse
See No. 5 on Map A
Open 8:30 a.m. - 10:00 p.m. seven days a week
Phone 985-5054
Buses: Sargent-Templeton, N. Main, Corydon, Mountain.

Brandon
11th Street and Brock Avenue
See No. 38 on Map C
Open 8:00 - 5:00 Monday to Friday
Phone 728-8034

The cities of Winnipeg, Brandon, Thompson and Flin Flon have city buses.

- Buses stop only where there are "Bus Stop" signs.
- Many different buses may stop at the same place.
- Look for the name of the Bus Route you want to use above the front window and above the right front window.

- Often older or handicapped people get on the bus first.
- The cost of a bus ride is called the fare. Have your exact fare ready. Bus drivers do not carry any change.
- Put your fare in the box beside the driver.
- The two front seats on many buses are reserved or saved for old people and handicapped people when they ask to sit there.
- You may open a window if necessary but do not put your arm outside the window. You may not smoke on a bus.
- When you are ready to get off the bus, just before your stop, pull the cord above the window. This tells the driver to stop at the next bus stop. In front of the back door of the bus there is a gate. Push the gate and hold it open. This will open the back door of the bus when it stops. Hold the gate open until you are off the bus.

Transfers

If you need to take more than one bus to reach where you want to go, you will need a transfer. When you pay your fare on the first bus, just say "transfer please". The driver will give you a transfer, which is a little piece of paper. Show this transfer to the next bus driver and you will not have to pay again.

You may need to take three or more buses. If you do, you should keep the transfer you got on the first bus. Show it to the driver of each bus you take.

You cannot use the transfer for a return trip. When you transfer, go directly to the next bus. For example, you cannot go shopping and then use your transfer. Do not fold the transfer.

Bus Fares

in Winnipeg	
Adults	65¢
Children 4 years old and under	Free
Children 5 - 16 years old	25¢
High School students 17 & 18 with Transit ID card	25¢
Senior Citizens with Transit ID card	20¢
in Brandon	
Adults	40¢
Children 4 years old and under	Free
Children 5 years old to beginning High School	25¢
High School students with Brandon Transit ID card	25¢
Senior Citizens with Government ID card or Brandon Transit ID card	25¢

NOTE: ● Students at universities and community colleges must pay adult fare.

Identification Cards for Lower Fares

If you are a high school student or a senior citizen and you want to get a lower fare, you will need to get a Transit Photo Identification (ID) card. It costs $1.50 to buy a transit ID card.

in Winnipeg

Students can get their ID cards by bringing a letter from the principal of their school to the Transit Office at 421 Osborne. See ❶ on Map B. Senior citizens must bring proof that they are 65 years of age or more. This proof can be their passport, immigration landing papers, Manitoba Health Services card, driver's licence, etc. They can get their ID card at 421 Osborne or at 320 Garry Street near the corner of Garry Street and Portage Avenue.

in Brandon

Students can get their Transit Identification Card from the schools they attend. Senior citizens can get a Transit Identification Card from the Brandon Transit System Office. See the information in the box on page 39. Seniors who have lived in Canada for at least 10 years can also get reduced fares by showing a Old Age Security Card from Health and Welfare Canada.

NOTE: A 'senior citizen' is anyone who is 65 years old or more. You do not have to be a Canadian citizen to be a 'senior citizen'.

Bus Tickets

You can buy bus tickets in both Winnipeg and Brandon. They are the same price as the regular fares for adults, children and students. In Winnipeg, senior citizens can buy 10 tickets for $1.50. You can buy tickets at many of the places that you can buy bus passes. See the section below for details.

Bus Passes

A bus pass is a ticket which can be used for one calendar month. Just show the bus pass to the driver as you board. You do not need to put any money in the box. You should buy a new one before the beginning of each month - for example, buy the May bus pass the last week in April. You can let other people use your pass when you are not using it.

See the box on page 39 for the address of the Transit Offices.

CITY	COST	WHERE YOU CAN BUY THEM
Winnipeg	$22.00	Transit Office; Most Drugstores; Eaton's and The Bay; All Royal Bank Branches.
Brandon	$16.00	The Transit Office; Some Drugstores.

Dash Buses

In Winnipeg, you can ride a DASH bus for free. DASH buses travel only in the downtown area from 11:30 a.m. to 3:30 p.m. Monday to Friday. To catch a DASH bus, wait at a special DASH bus stop. Look for this sign beside the bus stop.

Express Buses

Express buses are faster than regular buses because they stop only at EXPRESS bus stops. To catch an EXPRESS bus, you must wait at an EXPRESS bus stop. Do not take an EXPRESS bus unless you are sure it stops where you want to get off. Otherwise, you may have a long walk. EXPRESS bus fare is the same as regular bus fare.

Handi-Transit

Winnipeg and Brandon have a special bus service for handicapped people. To use this service, you must phone the Handi-Transit Office at 475-9444 in Winnipeg, or 728-8034 in Brandon and ask for an application. Your doctor must fill out this application to register you with Handi-Transit. When you are registered, you should phone Handi-Transit in advance and tell the people there when you need a ride. In Winnipeg you should phone 48 hours in advance; in Brandon, 24 hours. This service is used mainly for taking people to and from work, school and doctors' appointments. Handi-Transit fare is 65¢ in Winnipeg and 75¢ in Brandon.

Bus Schedules or Timetables

The buses run on regular schedules with some changes on the weekends and holidays. If you want individual bus timetables or a city route map, use the information in the boxes on page 39.

Taking a Taxi

Most people don't take taxicabs very often because it is an expensive way to travel. There are three ways to get a taxi. One is to go to a taxi stand. These can be found at airports hospitals, some big hotels and some big department stores. Sometimes no taxis will be available. At most taxi stands, there are free, direct-line phones to the taxi company. Pick up the receiver; you do not have to dial. Tell the person who answers that you want a cab. Another way is to phone a taxi company and order a cab. Taxi companies are listed in the Yellow Pages Directory under "Taxicabs". When you phone, give the person who answers the address and telephone number of the place where you are and the address of the place you want to go. A cab will be sent to pick you up as soon as possible. You can also phone several hours before you need it and order a cab to come at a certain time. The third way is to hail a cab or stop it on the street. Look at the light on the roof of the taxi. If it is turned off this means the cab is already taken and the driver will not stop for you. If the light is turned on and the driver sees you, he may stop and pick you up.

Taxi Fares

This is the money you pay to use a taxi. In Manitoba, the rate is set by the government. The meter in the taxi will tell you how much you have to pay when you arrive. Taxi drivers can charge for carrying bags to and from their car. There is also a charge for keeping the cab waiting. It is common practice to give a taxi driver a 15% tip if the service has been satisfactory.

Driving

Every driver must have a licence to operate a car, a truck or a motorcycle. You can drive in Manitoba for the first three months if you have:

- a valid driver's licence from your own country and/or
- a valid International Driver's Licence which you got in your own country. This is especially useful if the police are unable to understand your licence from your country

NOTE :

- After three months you must have a Manitoba Driver's licence. You will have to pass a test.
- If you do not have a valid licence from outside Manitoba,you must get a Manitoba Driver's licence before you can drive here.
- YOU MUST NOT DRIVE WITHOUT A LICENCE.
- Always carry your driver's licence with you when you drive. You must also have the registration of the car you are driving with you. If you don't, you can be fined.

Getting a Driver's Licence–Test Centres

Winnipeg
141 Doncaster Street
See No. 2 on Map B
Open 8:00 - 3:00 Monday to Friday
Phone 895-5383

Flin-Flon
35 Main Street
Open 8:30 - 4:30 Monday to Friday
Phone 687-6773

Brandon
340 9th Street
See No. 1 on Map C
Open 8:30 - 11:00, 12:30 - 3:45 Monday to Friday
Phone 728-8560

Dauphin
27 2nd Avenue Southwest
Open 8:30 - 4:30 Monday to Friday
Phone 638-9111

Thompson
Westwood Shopping Centre
Room 7A, 436 Thompson Drive
Open 8:30 - 4:30 Monday to Friday
Phone 778-8146

Portage la Prairie
Room 42, 25 Tupper Street North
Open 8:30 - 4:30 Monday to Friday
Phone 857-9711

NOTE: For more information on Test Centres in Manitoba, see the chapter called LIVING IN RURAL MANITOBA.

There are 7 different kinds or classes of driver's licence in Manitoba. The one most people use is class 5. This is good for cars, cars with trailers, and small trucks. If you wish to drive motorcycles, taxis, ambulances, or large trucks, you will need to get different classes of licence. See the Manitoba Driver's Handbook or ask at the Motor Vehicle Branch for more information.

To get a driver's licence in Manitoba, you must be 18 years of age or older. You must also pass a knowledge test, a vision test, get a beginner's permit and pass the road test.

NOTE:

If you are 16 or 17 years old you can also get a driver's licence with your parents' or guardian's written consent. However, if your parents or guardians don't agree that you should be driving, they can write a letter to the Deputy Registrar of the Motor Vehicle Branch and withdraw their consent. If this is done, your licence will be taken away from you until you are 18 or until your parents or guardians give their permission.

Getting a Beginner's Licence

THE KNOWLEDGE TEST

- It tests your knowledge of:
  - the rules of the road.
  - the meaning of the road signs.
- It can be taken in English or French.
- It can be a written test or a spoken one.
- You cannot bring a dictionary with you.
- You do not need to make an appointment for this test.
- You will need to study the Manitoba Driver's Handbook before the test. You can get a free copy by phoning the nearest test centre. Ask the person there to send you one.

THE VISION TEST

- It tests your eyesight.

Receiving a Beginner's Permit

If you pass both the knowledge and vision tests,you can get your beginner's permit.

- To get your beginner's permit you will need:
  - to show your passport or both your Social Insurance Card (S.I.N.) and your Manitoba Health Services Card.
  - to pay a $3.00 licence fee and an insurance fee of $15.00 for 12 months.

Using a Beginner's Permit

- When you have a beginner's permit, you must always have someone sitting beside you with a licence good for the vehicle you are driving. That person must have had this licence for at least a year. Do not drive without a qualified driver beside you! If you are stopped by the police or have an accident, you will be fined and have demerit points put on your records. The insurance company will not pay the costs of the accident.
- A beginner's permit is good for two years. All other driver's licences are good for one year. See the section called "Using Your Manitoba Driver's Licence" on page 51.
- During these two years you can take your road test (see below). You are allowed to take the road test up to a maximum of four times in the two years.
- If you have not passed the road test at the end of two years and you wish to keep your beginner's permit, you must take the knowledge and vision test again.
- You can get driving instruction at many driving schools in Manitoba. You will have to pay for this. For names of schools, see "Driving Instruction" in the yellow pages of your phone book.
- High school students can learn to drive by taking special courses at their schools.

Taking the Road Test

- It costs $5.00, $7.00 or $10.00 depending on the type of licence.
- You must take your beginner's permit and identification with you.
- The examiner will tell you what to do while you are driving. If you do these things well enough,you will pass your test and get your driver's licence.
- Once you have your driver's licence you will be on probation for one year. This means that you are not seen as an experienced driver. It is a trial period. If you seem to be driving carelessly you may have your licence taken away from you for a period of time.

Using your Manitoba Driver's Licence

- Manitoba Driver's Licences are good for one year. You must pay for a new licence every year. Do this before the last day of your birth month.
- Drive carefully and obey the rules and signals.
- Do not drive if you have been drinking alcohol.
- If you don't obey the law you could have to pay a fine or even go to prison.
- Manitoba has a complicated point system for drivers. If you break the law while you are driving,you may lose one or more points.

If you lose too many points, you will have to take special lessons in defensive driving and pay more for your licence. You may even have your licence taken away from you. You can also gain points for safe driving over a long period of time. For more information about the point system read the Manitoba Driver's Handbook.

What Can Happen if you Drink Alcohol and then Drive?

Driving after drinking alcohol is a serious mistake. You are 25 times more likely to have an accident than when you are sober, or not drinking.

What Do the Police Do?

They can, and will, stop you anytime they think your ability to drive may be impaired or made worse by alcohol or drugs. They can tell how much alcohol is in your blood. They do this by testing your breath:

- at the roadside with a machine called ALERT

OR

- at the police station with another machine called a breathalyser.

What Does the Law Say?

It is against the law:

- to drive or be in charge of a vehicle anywhere including a parking lot, if your ability is impaired by alcohol or a drug.
- to refuse to give a proper sample of your breath at a roadside check by a police officer.
- to refuse to take a Breathalyser test.
- to have a level of alcohol in your blood over .08%.

NOTE: If you are in an accident and the police think you may have been drinking, they will demand a proper sample of your breath.

What is the Punishment If You Are Found Guilty in Court?

The first time: a fine of up to $2,000.00 and/or up to 6 months in prison.
The second time: from 14 days to 1 year in prison.
The third time: from 3 months to 2 years in prison.

Also

- You will lose your driver's licence for a period of 3 months to five years depending on
  - whether you were involved in an accident
  - whether it is the first or second time you have broken the law.
- You may have to go to special classes for impaired drivers and/or prove that you are not an alcoholic.
- Your licence, when you get it back, will cost more: up to a maximum of $465.00.

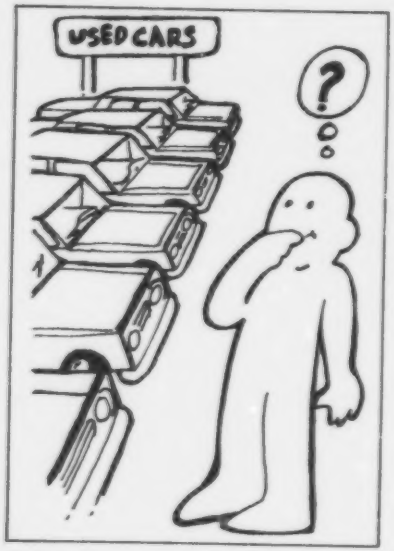
Getting a Licence to Drive a Motorcycle

You need a special licence to drive a motorcycle. It is called a class 6 licence. To get this licence you must:

- get a instruction permit as you would for a car licence.
- take a special knowledge test. The Motor Vehicle Branch will give you the book to study from.
- Pass a road test. It costs $5.00.
- Your Motorcycle instruction permit is good for 2 months. If you have not passed your road test in 2 months, your permit may be renewed for two more months. The registrar at the Motor Vehicle Branch must give his consent if the permit has to be renewed after 4 months.
- You must not take a passenger on your Motorcycle when you are driving with an instruction permit.

Buying a Car

It is very expensive to own a car. However, if you feel that you must buy one, you can buy a car that is new, or one that is used. A new car costs more but it has a warranty. This means that some parts of the car are repaired or replaced for free. You may have to pay the mechanic for his work. A warranty lasts for a set number of months or kilometers, usually whichever comes first. You can only buy a new car from a car dealer.



Used cars cost less than new cars but they may cost a lot to repair. Before you buy a car, talk to a friend who has had experience buying cars in Canada.

Try to find information about:

- the reputation, or what people think of the dealer.
- the condition of the car.
- the warranty. For a used car the warranty may cover only part of the cost.

Examine the car carefully in daylight to see if it is damaged. Test the car before you buy it. Take the car on the road and drive it at different speeds. It is a good idea to pay a mechanic to check the car for you if it is used. You should also check used cars for mileage, the number of miles or kilometers it has been driven. In all cars, there is an odometer which tells you the mileage. Be careful before you buy a car with high mileage, for example, 100,000 miles or 160,000 km. Many parts could need replacing.

IMPORTANT: If a dealer gives you any promises about the car, make sure he or she writes them down. If the promise is worth making, it is worth writing down. Do not give the dealer or person a deposit, part of the money for the car unless you are sure you want to buy the car. Some dealers will not give you back your money if you change your mind.

Purchase Order

When you buy a car from a dealer, you will get a paper called an "Offer to Purchase" or "Purchase Order". These things should be written on it by you and the dealer:

- your name and address
- the dealer's name and address
- a description of the car: year, make, model, serial number and mileage
- the price of the car. This must be the price that you have agreed to pay.
- how you are paying for the car.

If the car you are buying is used, the mileage of the car must be on the purchase order.

If You Are Going to Buy a Car from Someone Who Is Not a Dealer

You can sometimes get a used car for a lower price when you buy privately. However there is no guarantee to cover costs for repairs later. Also, there is the problem of liens.

Personal Property Registry
11th Floor, 405 Broadway Avenue
See No. 17 on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3123
Buses: Osborne, Corydon, Stafford, Academy, Pembina Hwy., N. Main, Wolsely, Sherbrook, Tache, King's Park.

What is a Lien?

This is best explained through an example. Mr. A. needs to borrow some money. He goes to the bank for a loan. The bank agrees to give him a loan if he uses his car as collateral. This means that if he doesn't pay back the loan as promised, the bank can take his car away from him and sell it to get their money back. We say the bank now has a lien on the car.

To continue with the example, let us say that Mr. A. sells the car to Miss B. and she pays him the full price. Later, Mr. A. cannot pay off his loan to the bank. The bank can come to Miss B. and take her car away to get back the money Mr. A. owes them.

The Woodsworth Building, 405 Broadway, Winnipeg

What Should You Do to Avoid Problems?

Before you buy a car, ask the seller if there are any liens on it. If you want to be sure, you can find out yourself

- Go to the Personal Property Security Registry, see box. They will not give information on liens over the phone.
- Give them the serial number of the car you want to purchase. You can get this number from the seller's registration card.
- You will have to pay $2.00 for a spoken answer and $7.00 for a written answer.

Do not buy any car until all the liens on it have been cleared.

Safety Certificate

If you buy a car from a dealer, the dealer must give you either a "Safe Motor Vehicle Dealer's Certificate" or an "Unsafe Motor Vehicle Dealer's Certificate". If he gives you a "Safe" certificate, you can drive the car but you must have it registered. See the section called "Autopac and Registering Your Car".

If the dealer gives you an "Unsafe" certificate, you cannot drive the car at all until the unsafe things have been fixed. When the car has been fixed you can register it and drive it. When you buy a car from a person who is not a dealer, you must get a bill of sale. Then you can register the car and drive it.

Autopac and Registering Your Car

Manitoba Public Insurance Corporation
Eaton Place
Room 947, 330 Graham Avenue
See No. 6 on Map A
Open 8:30 - 4:30 Monday to Friday
Phone 946-6222
Buses: All buses going downtown near Eaton's.

NOTE: You can also contact the Autopac Office nearest you.

Motor Vehicle Branch

Winnipeg
1075 Portage Avenue
See No. 1 on Map B
Open 8:30 - 4:30 Monday to Friday
Phone 775-0281
Buses: William-Polo Park, Portage-Polo Park, E. Kildonan.

Brandon
340 9th Street
See No. 3 on Map C
Open 8:30 - 4:30 Monday to Friday
Phone 728-8560

Thompson
Westwood Shopping Centre
Room 7A, 436 Thompson Drive
Open 8:30 - 4:30 Monday to Friday
Phone 778-8146

AUTOPAC
PROTECTING MANITOBANS ON THE MOVE

In Manitoba, all cars, trucks, motorcycles and so on must be registered and covered by insurance. A dealer can give you an interim registration which is good for only seven days. If you did not buy your car from a dealer or, after seven days if you bought the car from a dealer, you must go to an Autopac agent office to register your car. There are many Autopac agents in Manitoba. Look for this sign on the agent's window.

When you go to register your vehicle, bring money and the following things:

- If you bought your car from a dealer: bring the bill of sale, the Safe Motor Vehicle Certificate and the sales tax form which shows you have already paid your 5% sales tax.
- If you bought your car from a private individual: just bring the bill of sale. You will have to pay the 5% sales tax at the autopac agent's office before your car can be registered.

Insuring Your Car

Receiving your registration card means that your car has been insured by Autopac. That is, Autopac will help pay for the costs of injuries and/or damages if you have an accident. Here are some things to know about insuring your car.

There are several kinds of insurance coverage: business, all-purpose and preferred.

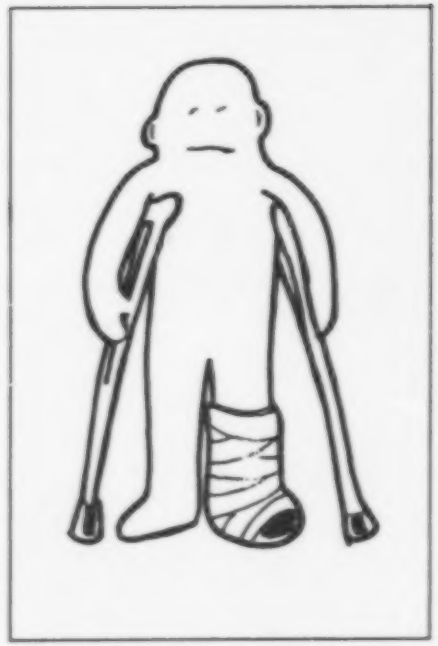
Type	Use	Cost
Business	● Using your car in your work	Highest
All Purpose	● Driving to and from work (not for work) ● If the car is driven by single persons under the age of 25	Medium
Preferred	● Using your car for pleasure only	Lowest
NOTE: The cost will depend on the type of insurance you need to get, the type of car you drive, where you live and your driving record.		

You will always pay for part of the cost of each accident. For example, if you get basic (minimum) insurance you will have to pay $200.00. Autopac will pay the rest. The $200.00 is called the deductible. You can make the deductible $50.00 or $100.00 if you wish, by paying more for your insurance.

Third Party Liability Coverage

If you cause an accident and someone is hurt or property is damaged, you could be sued in court for a great deal of money. Basic insurance will pay for up to $100,000.00 in damages.

IMPORTANT: It is a very good idea to get more than the basic "Third Party" coverage of $100,000.00. It is not unusual for courts to order someone to pay more than this if that person caused an accident in which someone else has been seriously injured for life. For a few dollars more you can protect yourself against having to pay a huge amount. For example, it costs only $15.00 to increase your coverage from $100,000.00 to $1,000,000.00.



Motorcycle Registration and Insurance

You do this the same way as you register a car. See "Autopac and Registering Your Car". However, insurance covers only the cost of damage which happens in a collision. Motorcycle riders are encouraged to get extra insurance to cover:

- Public liability
- Loss or damage due to theft or vandalism
- $50.00 deductible. This means they pay the cost after the first $50.00 instead of after the first $200.00 as is usually the case.

Renting a Car

If you are 21 years old or older, you can usually rent a car. The price to rent a car depends on:

- the kind of car you want
- how long you want the car
- how many kilometers you drive the car

When you rent a car, find out what to do if the car breaks down. Make sure you know when to return the car. If you return the car late, you will have to pay more money.

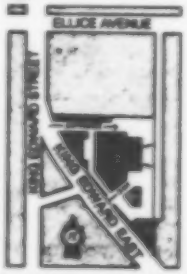
Accidents

If you have an accident or hit someone's car, you must stop. Exchange the following information with anyone else involved in the accident: name, address, car registration number and driver's licence number. If you think it will cost more than $300.00 to repair the damage to both cars, or if a person is hurt, you must report the accident to the police within 7 days. You must report the accident even if no one else is involved. Get the names and addresses of anyone who saw the accident happen. More information about accidents is in the Manitoba Driver's Handbook (pages 94 to 98). To get this handbook phone the nearest test centre listed at the beginning of the section called "Getting a Driver's Licence".

Getting Your Car Repaired

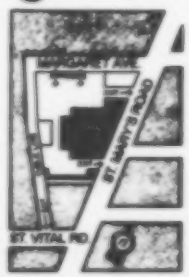
AUTOPAC DRIVE-IN CLAIMS CENTRES IN WINNIPEG

WEST WINNIPEG
125 King Edward St. E.
Telephone: 783-2114
(5) on Map B

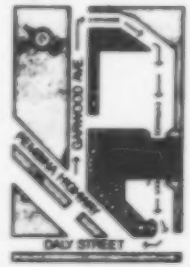


NORTH WINNIPEG
445 King Street
Telephone: 949-0872
(11) on Map A

SOUTH WINNIPEG
930 St. Mary's Road
Telephone: 257-8772
(6) on Map B



SOUTH CENTRAL WINNIPEG
420 Pembina Highway
Telephone: 475-1150
(2) on Map B



COMMERCIAL CLAIMS
1981 Plessis Road
Telephone: 224-1291
(9) on Map B

Autopac Claims Centres in Manitoba

BRANDON
731 - 1st Street, R7A 6C3..... 728-7120

PORTAGE LA PRAIRIE
2007 Saskatchewan Ave., W
R1N 3J9..... 857-9751

SELKIRK
630 Sophia St.. R1A 2K1..... 482-3839

STEINBACH
110 Townline Road, R0A 2A0..... 326-6485

THOMPSON
80 Nelson Rd., R8N 0B6..... 778-7355

IF THE ACCIDENT OCCURRED OUTSIDE MANITOBA, WIRE OR PHONE COLLECT:
The Manitoba Public Insurance Corporation
Brandon, Manitoba R7A 6C3
Telephone: (204) 728-7151

If You Can Still Drive Your Car

If your car is damaged but you can still drive it, you should do the following things:

- Go to, or in Winnipeg and Brandon phone, the nearest Autopac Drive-In Claims Centre in the box on the page before this one. Describe what happened. You will need your driver's licence number and your vehicle registration card.
- Make an appointment to bring your car into the Drive-In Claim Centre so that an Autopac estimator can look at it and decide how much the repairs will cost.
- Bring the car into the Drive-In Claims Centre at the appointed time. The Autopac estimator or adjustor will fill out an estimate sheet for you.
- Drive your car to the garage you have chosen. Give the estimate sheet to the person who will repair your car. The repair person cannot repair your car without the estimate sheet.
- When you are satisfied that your car has been completely repaired, sign the estimate sheet at the bottom. This will allow Autopac to pay for your repairs.

If You Can't Drive It

If your car is so badly damaged that you cannot drive it, this is what should happen.

- If the police have not already come, you should call them.
- The police will have the car towed away to the compound. In Winnipeg this is at 1981 Plessis. You do not have to pay for this service if your payments for Autopac are up to date.See the box on page 83.
- The costs of repairing your vehicle will be decided by Autopac.
- Go to, or in Winnipeg and Brandon phone, the nearest Drive-In Claims Centre listed in the box on the page before this one. Describe what happened. You will need your driver's licence number and your vehicle registration card.
- Tell them where you wish to have your car repaired. It will be towed from the compound to the garage you have chosen. Again, if you are fully insured by Autopac, you will not have to pay for this service.
- When you are satisfied that the repairs are complete, sign the Autopac estimate sheet which the garage will show you. Your signature will allow the garage to be paid by Autopac.

Service Stations

Service stations or gas stations repair cars. They also sell gasoline and car parts. Some service stations have signs saying "self-serve". This means that if you want gasoline you must put it in your car yourself. Gas is usually cheaper at "self-serve" stations. Service stations with good records of repairs and prices are approved by the Manitoba Motor League. At these stations you can usually see a large sign with CAA printed on it.

Manitoba Motor League

Winnipeg	Brandon	Portage la Prairie
870 Empress Street See No. 4 on Map B Open 9:00 - 5:00 Monday to Friday; 9:00 a.m. - 9:00 p.m. on Thursday Phone 786-5411 Bus: Ellice.	940 Princess Avenue See No. 3 on Map C Open 9:00 - 5:00 Monday to Friday; 9:00 a.m. - 9:00 p.m. on Thursday Phone 727-1394	238 Saskatchewan Avenue East Open 9:00 - 5:00 Monday to Friday Phone 239-6455

Some drivers belong to the Manitoba Motor League. If you are a member, you can phone the Motor League day or night. The people there will help you when your car breaks down. For example, you may get your car repaired at a garage with the CAA sign on the window. If you think the garage owner has charged too much money, you can, as a member of the Manitoba Motor League, go to them and ask them to see if the charge is fair. Other services include towing your car when it breaks down or if your car is stuck in the snow, starting your car when your battery is dead, and helping with planning your trips. It costs $30.00 the first year and $25.00 every year after that. For more information, ask at any service station or contact: the Manitoba Motor League. See the box.

Seat Belts

If your car has seat belts, you should use them. The seat belt may save your life by keeping you in the car if there is an accident. Children must always wear seat belts or sit in special children's car seats while riding in cars. IMPORTANT: Even a small accident or a sudden stop can seriously injure or kill a child who is not wearing a seat belt.

Winter Driving

Driving in winter can be very dangerous. Roads can become icy or snowy and very slippery. On slippery roads drive more slowly than usual. It is harder to stop or steer a car on ice. Leave more space between you and the car in front of you. A good rule is to leave 3 seconds between cars on dry roads and 6 seconds on slippery roads.

Winterizing Your Car

Car breakdowns are more common in winter because of the cold weather. Have your car made ready for winter, or 'winterized' in the fall before the first snowfall. A mechanic will tell you how to do this. Some of the things you will need to think about are snow tires, anti-freeze for your radiator, block heater, interior heater, a winter grade oil and battery check.

NOTE: Exhaust gases from your car are very dangerous. Do not stay in a garage with your car engine running.

If you get stuck on a country road, don't panic. Avoid over-exertion and exposure. Shovelling and bitter cold can kill. Stay with your car. You won't get lost and you will have shelter. Keep fresh air in your car. Open the window on the side of your car away from the wind. Run your motor every once in a while. Beware of exhaust fumes. Be sure that the exhaust pipe is not blocked by snow. Set out a warning light or flares. Put on the light inside your car. Overusing your headlights will wear your battery down. Exercise your legs arms, hands and feet vigorously. Keep moving and don't fall asleep.

Winter Travel Kit

For country driving put a winter storm kit in the trunk of your car. Even for city driving you should at least have the items in the first column with you:

- a shovel
- a tow chain
- booster cables
- methylhydrate (for the fuel line)
- an ice scraper and a brush
- a First Aid kit
- a flashlight
- sand
- a warning light or road flares
- an axe or a hatchet
- a compass
- road maps
- matches
- a candle in a deep can
- extra clothing and footwear
- a blanket
- an emergency food pack (chocolate, raisins, peanuts, tinned food, dried fruit)

Parking Meters

There are parking meters on many Manitoba streets. You must put money into these to pay for the time you will be parked. Make sure you get back to your car on time or you may get a parking ticket and have to pay a fine. Before 9:00 a.m. and after 6:00 p.m. Monday to Friday, all day Sunday and holidays you do not need to put money in the meter.

Tow-Away Zones

Your car may be towed away if it is parked in one of the following places:

- on a busy street between 7:00 a.m. and 9:00 a.m. or between 4:00 p.m. and 6:00 p.m. Monday to Friday. These streets are marked by signs.
- on a snow route in winter where snow plowing is being done. It will be announced on the radio and in the newspaper when snow routes should be cleared.

If your car has been towed away, call police inquiry at 985-6246 and give your license plate number. They will tell you where your car is. You will have to pay at least $30.00 to get your car back. There is also a daily storage charge for keeping your car.

NOTE: In winter in Winnipeg, you may not park your car on any street for more than one hour between the hours of 3:00 a.m. and 6:00 a.m. This is to allow for snow clean-up. Also, there are many private parking places from which your car may be towed away. If this should happen, look around the parking lot for the sign of the towing company. Phone the company to find out where your car is and what you must do to get it back.

Long Distance by Car

- check car for oil and engine troubles before travelling
- know how to read road maps and highway signs. Maps are often available at gas stations
- always wear a seatbelt.
- do not drive faster than the speed limit marked on the signs along the road, and drive more slowly when the road is slippery or wet or when it is difficult to see.
- food and gas are available along or near the road or highway.
- do not give rides to strangers.
- never drive if you have been taking strong medicine or drinking alcohol.
- if you have car trouble, pull the car over to the side of the road, put the emergency flashers on, put up the hood or engine cover and wait for someone to help.

Intercity Bus Travel

Winnipeg Bus Terminal
487 Portage Avenue
See No. 7 on Map A
Open for ticket sales:
Grey Goose Bus Lines, 8:00 a.m. - 9:30 p.m. Monday to Friday
8:00 a.m. - 8:30 p.m. on Saturday and Sunday
Greyhound Bus Lines, 5:15 a.m. - 12:30 a.m. seven days a week
Phone 786-8891 for Grey Goose Bus Lines,
775-8301 for Greyhound Bus Lines
Buses: All buses going downtown.
NOTE: If you live outside Winnipeg, look in the yellow pages of the telephone book under "Bus Lines".

Travelling by bus is cheaper than travelling by train or plane. Grey Goose Bus Lines travel to most places in Manitoba. Greyhound Bus Lines travel to most places in Canada and the United States.

To travel by bus, you go to the bus station and buy a ticket. If you are going somewhere and plan to come back, you should ask about the return fare, the price of the ticket to your destination and back. This fare is often cheaper than paying the one-way fare each time.

To get on the bus, take your luggage and ticket to the bus. The driver will store the luggage and let you on the bus after he sees your ticket. Washroom facilities are available at the back of the bus. Meals can be bought at restaurants where the bus usually stops at mealtimes. Drinking alcohol on the bus is illegal and smoking may be allowed only in some areas of the bus.

On a long trip be sure to find out if, when and where you have to change buses.

Rail Travel - Trains

Via Rail Incorporated
123 Main Street
See No. ● on Map A
Open 7:00 a.m. - 9:00 p.m., seven days a week
Phone 949-1830
Buses: Marion, Sherbrook, Coniston.

NOTE: You can also phone the Via Rail station nearest you.

Via Rail takes people to some places in Manitoba and the rest of Canada. Train travel costs more than bus travel, but usually less than air travel. Sometimes you can get a special rate. This means that you pay less than the normal train fare. Ask a travel agent or at the nearest Via Rail station about it. Tickets are bought at the train station or travel agent. You may have to make a reservation for a seat on the train. To do this, you phone Reservia, the reservation office, at 949-1830, or go to the station and ask them to reserve a seat on the day and time you want to go. There are washrooms on the train and also a restaurant. Meals are medium priced. You can get more comfortable seats called "Dayniters" or sleeping compartments. These are more expensive than the regular seats. There are smoking and non-smoking sections on the train.

On most trains there are places where you can buy alcoholic drinks. You cannot drink your own liquor on the train unless you are a sleeping car passenger.

When you pick up your ticket, ask which gate you are to leave from. If you do not want to carry your baggage yourself,you can check it. You should do this at least half an hour before the time you leave. When you are getting on the train, show your ticket to the conductor. The conductor will direct you to the correct car. Do not throw away your ticket. The conductor will check it at each stop.

NOTE: Always phone ahead to find out if the train is going to arrive on time.

Travel Manitoba

Air Travel-Planes

Airlines in Winnipeg fly people to places all over the world. Some airlines fly to cities and towns in Manitoba. For more information, contact a travel agency or airline listed in the Yellow Pages Directory.

This is usually the most expensive way to travel. Cheaper fares are usually available if you buy the ticket in advance, or if you are under 22 years old. Travel agencies should have this information.

Travel Manitoba

Tourism

Legislative Building
Tourism Office
Room 101, 450 Broadway Avenue
See No. 11 on Map A
Open from April to October, 8:30 - 4:30 Monday to Friday
from May to September, 8:00 a.m. - 9:00 p.m. seven days a week
Phone 944-3777; if you live outside Winnipeg, you can call this number collect.
Buses: Osborne, Corydon, Stafford, Pembina, Academy, N. Main, Wolseley, Sherbrook, Tache, King's Park, McGregor.

If you are travelling in Manitoba you can get help from a Tourist Information Office. There are offices all over Manitoba. You will see a sign that looks like these:

Look for an arrow ⟶ pointing to the office.

NOTE: For more information on places to go and things to see, read the chapter called HAVING FUN IN MANITOBA.

Guide to Chapter 3 Education

This is a very long chapter. Much of it may not apply to your situation. However, many sections will probably be very important to you. So, here is a guide to help you find the information you need depending on the situation you are in.

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- WANT TO BECOME A TEACHER OR A SOCIAL WORKER
- LIVE IN THE CENTRAL PART OF WINNIPEG
- DO NOT HAVE ENOUGH MONEY TO PAY FOR UNIVERSITY
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Education

Learning English as a Second Language or ESL

As you know by now, there are many things to learn when you start living in a new country. Without any question, the most important is how to speak the language. In Manitoba there are two official languages: English and French. However, only a small number of Manitobans use French. English is the language you should be able to use.

Of course, it is possible to live here without learning to use English well. Many people have done this either by choice or because they never had the chance to learn. In either case, they probably paid a heavy price.

Without English, the chances of finding the kind of job you want are very small. Without enough English it will be impossible for you to take training or further education to improve your position in life. Without enough English you will never be able to understand fully how Canadian society works. Your choices will be limited and you will have a very narrow view of Canada and Canadians.

In short, take the time and trouble to learn English. It may take a number of years. It may take a lot of work. But you will be glad you did.

What Kind of Classes Can You Get?

To study English full-time or part-time, there are three things you can do:

- You can apply for full-time language training with a living allowance from the Government of Canada. See I, on this page

OR

- You can pay for this language training yourself. See II, on page 82

OR

- You can go to the other, free, language classes part-time or full-time. See III, on page 82

Students learning English at the International Centre.

I Full-Time Training Paid For By The Government

If you want to work, but cannot find a suitable job because your English is not good enough:

- Go to the nearest Canada Employment Centre or C.E.C. These offices used to be called Manpower Centres. Many people still use this name even though the correct term is C.E.C. There is a complete list of C.E.C.'s in the Chapter called WORKING IN MANITOBA.
- If your English is not good enough, bring a friend who can translate for you or get a translator through the International Centre. See page 2.
- Bring any papers you have which show:
  - what kind of work you have done in the past
  - what kind of education you have. You can find out what your education is equal to in Manitoba if you take your papers to Room 312 - 1181 Portage Avenue in Winnipeg. Your papers should be translated into English first.
- Ask to speak to a counsellor. This is a woman or man who will help you find a job.

- Make it clear to the counsellor:
  - that your lack of English is a serious problem in finding work
  - what kind of work you have done, and
  - what kind you want to do.

If the counsellor agrees with you, and if there is space available in a language class at a community college or private language school, he or she may be able to put you into such a class full-time. If this happens:

- The Government of Canada will pay for all the costs of your language training including books.
- You may receive a training allowance which is money to pay for your food, rent and other necessary things.

NOTE:
- Only people who came to Canada as independent immigrants or as refugees or certain other classes can receive a training allowance while taking language training.
- You may have to wait for some time until space in a class becomes available. Sometimes, only part-time classes, with no training allowance, are available.

It is important to understand the following about C.E.C. counsellors:

- Their job is to help you find work, not to help you learn English.
- They will put you on language training only if they think you need language training to get a job.
- If your counsellor will not put you on language training, you can ask her or him to explain why. If you do not agree with her or his reason, you can ask to speak to his or her supervisor. If necessary you can also ask to speak to the C.E.C. manager.

II Full-Time Training You Pay For

If you wish, you can also go to the same classes and pay tuition and books yourself. If you do this, you can:

- Go directly to the nearest community college. Ask for the Adult Basic Education or A.B.E. Department. Tell them you want ESL or language training. Tell them you will pay for it yourself. There is a list of community colleges on page 112 of this chapter.

OR

- If you live outside Winnipeg, Brandon or Thompson ask at your nearest C.E.C. They will know where classes are given.

Red River Community College

III Full-Time Or Part-Time Training At Little Or No Cost

If you do not want to or cannot pay for English classes, there are free classes that you can go to. There are also some for which you may have to pay a small fee.

- A few of these classes are full-time during the day.
- Some are part-time during the day.
- Many are part-time during the evening.

At the time this book was written very few of these classes had day care for students' children.

IMPORTANT: Almost all Adult ESL classes are held on demand. This means that if the school or college knows there are enough students (usually 10 to 15 in the city, fewer outside the city) who want to go to classes regularly, then they will usually give courses at any time of the year, day or evening and for as long as they are needed.

Therefore, if there is no ESL class and you are serious about learning English:

- Tell someone at the Canada Employment Centre, or the local school board or the community college.
- Give them your name and telephone number.
- Come or call back in a few weeks to see if a class has been started.

Don't be afraid to ask more than once. Many Canadians will not think you are really serious unless you come back to ask a second time.

Where to Find Classes in English as a Second Language

If You Live in Winnipeg, Brandon or Thompson

Look at the tables on the following pages. Each table gives information on:

- where the classes are
- if they are full-time or part-time
  Full-time usually means 5 days a week with classes both mornings and afternoons. Part-time usually means two days a week with 2 hour classes in the mornings or afternoons or evenings.
- what bus goes there
- how much money the course costs
- whether there is daycare or a place to look after your children while you are in class.
- what person to contact and the phone number

If You Live Outside Winnipeg, Brandon or Thompson

Look at the list in the Chapter LIVING IN RURAL MANITOBA.

Evening Classes for Adults Learning English as a Second Language.

TABLE: English as a Second Language (ESL) Classes

CITY: Winnipeg

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE? SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY-CARE?	WHO TO CONTACT? NAME & PHONE
International Centre 700 Elgin Avenue See No. 1 on Map A	Full & Part Sept. to July Mon. to Thurs. 9:30 am to 9:30 pm Fri. 9:30 am to 4:30 pm	Sherbrook William	Free	Yes (9:30-4:30) Mon. to Fri.	Yvette Rampaul Tues. & Thurs. 772-0346 Mary Johnson Mon. & Wed.
Sturgeon Creek Regional Secondary School 2665 Ness Avenue See No. 18 on Map B	Part Sept. to June Mon. Tues. Wed. 7:00 pm to 9:00 pm	Ness	$5.00 per year	NO	Noel Maxwell 888-0684
Acadia Junior High School 175 Killarney Avenue See No. 10 on Map B	Part Sept. to June Mon. & Wed. 7:30 pm to 9:30 pm	King's Park Dalhousie	Free	NO	Judy Benne 453-4608

TABLE: English as a Second Language (ESL) Classes

CITY: Winnipeg

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY-CARE	WHO TO CONTACT? NAME & PHONE
Transcona Collegiate 1305 Winona Street Transcona See No. 20 on Map B	Part Sept. to Dec. Jan. to Mar. Apr. to June 2 nights a week 7:00 pm to 9:00 pm	Transcona/ Kildare Transcona/ Regent	$25.00 ($10.00 will be refunded if 80% of the class attends)	NO	Sharon Revais 224-1271
Princess Margaret School 367 Hawthorne Avenue See No. 21 on Map B	Part 5 week periods Sept. to June Tues. & Thurs. 7:15 pm to 9:15 pm	E. Kildonan N. Kildonan	$15.00 for lessons	NO	Continuing Education 667-7130 Doctor Prystupa OR Audrey Hinchey
St. John's High School 401 Church Avenue See No. 22 on Map B	Part Sept. to June Mon. & Wed. 7:00 pm to 9:00 pm	Salter McGregor	Free	NO	Lionel Brathwaite 589-4374 (Evenings)

TABLE: English as a Second Language (ESL) Classes

CITY: Winnipeg

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY-CARE	WHO TO CONTACT? NAME & PHONE
Tech. Voc. High School 1555 Wall Street See No. 23 on Map B	Part Sept. to June Mon. to Thurs. 7:30 pm to 9:30 pm	Notre Dame	Free	NO	Art Bryant 786-1401
Landsdowne School 715 Wiginton Street (given by Red River Community College) See No. 21 on Map B	Full all year Mon. to Fri. 8:30 am to 3:00 pm	William/ Maples Arlington/ Inkster McPhillips/ Express	$33.00 a month plus cost of books	NO	Bob Richard 338-1152
Winnipeg Adult Education #2 30 Argyle Street See No. 20 on Map A	Full Sept. to June Mon. to Fri. 9:00 am to 3:00 pm	E. Kildonan	Free	NO	Sheila Morris 942-4326

TABLE: English as a Second Language (ESL) Classes

CITY: Winnipeg

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY- CARE	WHO TO CONTACT? NAME & PHONE
Gordon Bell High School 3 Borrowman Place See No. 4 on Map A	Part Sept. to July Mon. to Thurs. 7:00 pm to 9:00 pm Fri. 7:00 pm to 10:00 pm	Academy Sherbrook McGregor Stafford	Free	NO	Mrs. Prendergast Evening School Principal - Winnipeg Adult Education Centre 947-1674
River Elm School 500 Riverton Avenue See No. 25 on Map B	Part Sept. to June Mon. & Thurs. 7:00 pm to 9:00 pm	Talbot Grey	Free	NO	"
Victoria Albert School 110 Ellen Street See No. 20 on Map A	Part Sept. to June Mon. to Thurs. 5:00 pm to 7:00 pm 7:00 pm to 9:00 pm	William	Free	NO	"

TABLE: English as a Second Language (ESL) Classes

CITY: Winnipeg

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE? SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY-CARE	WHO TO CONTACT? NAME & PHONE
Korean Group Victoria Albert School See No. 20 on Map A	Part Sept. to June	Sargent Arlington Logan/ Notre Dame	Free	NO	Mrs. Prendergast Evening School Principal - Winnipeg Adult Education Centre 947-1674
Institute of Chinese Arts Daniel McIntyre 720 Alverstone Street See No. 31 on Map B	Part Sept. to June Sat. Morning 10 am to 12 noon	William/ Polo Park Arlington	Free	NO	"
Knox United Church 400 Edmonton Street See No. 37 on Map A	Part Sept. to June Mon. & Wed. 7:00 pm to 9:00 pm	Portage	Free	NO	"

TABLE: English as a Second Language (ESL) Classes

CITY: Winnipeg

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY-CARE	WHO TO CONTACT? NAME & PHONE
Free Vietnamese Association See No. 28 on Map A	Part Sept. to June Mon. & Wed. 6:15 pm to 9:15 pm Tues. & Thurs. 6:00 pm to 9:00 pm	Wolseley Mountain Logan	Free	NO	Mrs. Prendergast Evening School Principal - Winnipeg Adult Education Centre 947-1674
Sek-On-Toi Senior Citizen Centre 289 Pacific Avenue	Part Sept. to June Tues. & Thurs. 7:00 pm to 9:00 pm	Talbot Grey	Free	NO	"
Golden Age Senior Citizens Club 410 Pritchard Avenue See No. 30 on Map B	Part Mon. Thurs. Fri. 12:00 to 2:00 pm	Salter	Free	NO	"

TABLE: English as a Second Language (ESL) Classes

CITY: Winnipeg

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE? SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY-CARE	WHO TO CONTACT? NAME & PHONE
J.B. Mitchell 1720 John Brebeuf Place See No. 27 on Map B	Part Sept. to June Mon. to Fri. 9:30 am to 11:30 am 12:00 to 2:00 pm	Corydon Grant not Express	Free	NO	Mrs. Prendergast Evening School Principal - Winnipeg Adult Education Centre 947-1674
Dufferin School 545 Alexander Avenue See No. 30 on Map A	Part Sept. to June Mon. to Fri. 9:30 am to 11:30 am 12:00 to 2:00 pm	Logan Berry Logan Down-town, Salter Stafford McGregor Academy	Free	NO	"
Kelvin High School 155 Kingsway Avenue See No. 28 on Map B	Part Sept. to June Mon. to Thurs. 9:30 am to 11:30 am 12:00 to 2:00 pm Fri. 9:30 am to 2:00 pm	Academy Stafford McGregor	Free	NO	"

TABLE: English as a Second Language (ESL) Classes

CITY: Winnipeg

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY-CARE	WHO TO CONTACT? NAME & PHONE
Hugh John MacDonald 567 Bannatyne Avenue See No 20 on Map A	Part Sept. to June Mon. & Wed. 5:30 pm to 7:30 pm Tues. & Thurs. 7:30 pn to 9:30 pm	William Sherbrook McGregor Salter	Free	NO	Mrs. Prendergast Evening School Principal - Winnipeg Adult Education Centre 947-1674
Casa d'Italia 556 Notre Dame Avenue See No. 11 on Map A	Part Sept. to June Tues. 7:00 pm to 9:00 pm	Notre Dame Logan McGregor	Free	NO	"

TABLE: English as a Second Language (ESL) Classes

CITY: Brandon

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE? SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY-CARE	WHO TO CONTACT? NAME & PHONE
Assiniboine Community College 1430 Victoria Avenue East See No. 10 on Map C	Part	Victoria East	$35.00/ month	NO	Warren Oliver OR Stenna Glennie 725-4530
Trinity United Church 6th Street and Richmond Avenue See No. 11 on Map C	Part Tues. & Thurs. 9:30 am to 11:30 am	# 2 # 1 A	Free	Baby-sitting	Jean Harvey 728-1393
Knox United Church 18th Street and Victoria Avenue See No. 12 on Map C	Part Mon. Thurs. 7:30 pm to 9:30 pm	# 1	Free	NO	Jean Harvey 728-1393

TABLE: English as a Second Language (ESL) Classes

CITY: Thompson

NOTE: The information on this page is accurate up to March, 1983. If you need an up-to-date table or list, ask for one at the place where you got this book.

WHERE? SCHOOL AND ADDRESS	FULL OR PART-TIME	BUS	HOW MUCH?	DAY-CARE	WHO TO CONTACT? NAME & PHONE
Thompson Multicultural Centre 11 Nelson Road	Part	---	$2.00/ hour	NO	Anna Rodriguez 667-3981

Children

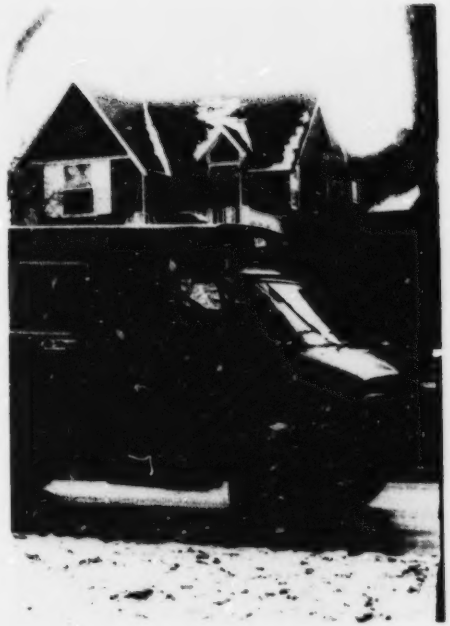
Children living in Manitoba must go to school if they are six to sixteen years old. If you are a Canadian Citizen or a permanent resident, you do not have to pay to send your children to public school. Money to run the public schools comes from the Government of Manitoba, and from city or town taxes on property.

School Times

- The school year is from September to June. Many schools divide the year into two or more sessions. There are holidays at Thanksgiving (October), Remembrance Day (November), Christmas and New Year's Day (December, January), early spring (one week at the end of March), Easter (March or April) and Victoria Day (May).
- The school week is Monday to Friday. Students go to school from about 9:00 a.m. to 3:30 p.m.
- They have short recesses (breaks) in the morning and afternoon and a longer lunch break.
- Some schools have summer courses for students to take for fun, for example art, or to catch up on work they have missed because of sickness during the school year.

Lunch

At most schools students must go home for lunch. If they cannot do this because they live too far from the school or for some other reason, students may be able to bring a lunch from home. They will need permission of the school to do this. It is often easier to get this permission during the winter months. Most high schools have cafeterias where students can buy lunch.



Going To and From School

In many parts of Manitoba school buses will take your children to school and bring them home if:

- they are under a certain age

OR

- you live more than 1.6 Kilometres or 1 mile from a school,

AND

- there is no public transit system where you live.

Phone or go to the school nearest to you to find out the best way to get to school. The people at the school will also tell you where and at what time the bus will pick up your child.

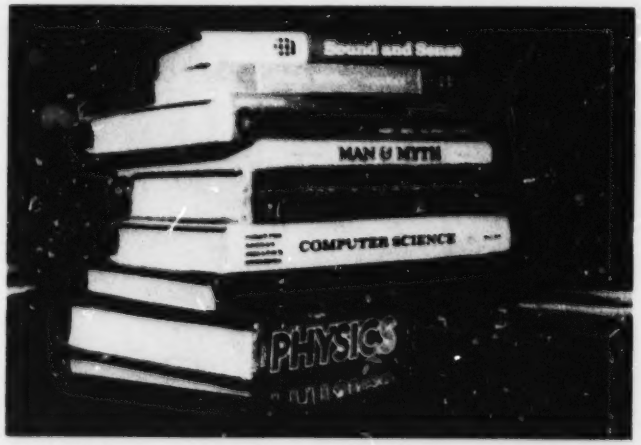
Languages Used in Manitoba Schools

- In Manitoba, schools can teach children in English or in French 100% of the day or in any other language for 50% of the day.
- Some schools teach children only in English or in French and some teach in both languages.
- A few schools teach in Ukrainian and in German.
- For more information contact the Department of Education office nearest you. In Winnipeg phone: 786-0288 (English)
  786-0126 (French)
  786-0310 (other languages)

  If you live outside Winnipeg, phone the following toll-free number. It will not cost anything to call long distance. Dial 1-800-262-8848 and ask for the following numbers: 288-English, 126-French, 310-other languages.

Books

All public schools lend students the textbooks they will need during the year. The books must be returned to the school at the end of the school year. If a child damages, loses, or does not return a book, the child's parents usually must pay for its replacement.



Children Under Six Years Old

Children do most of their learning in their first five years. It is very important to give young children a chance to learn English during this time. There are several different ways to

do this. If you have children in this age group, read the section on "When You Need Daily Child Care" in the chapter called THE FAMILY.

The Grade System

Public schools are divided into grades. Each grade usually lasts one school year.

Kindergarten

Almost all elementary schools in Manitoba have kindergartens. Kindergartens are places where young children learn and play together. This helps the child get ready for 'regular' school in grade one. You don't have to pay for kindergarten in a public school but you may have to pay a small amount for supplies. Most children go to kindergarten half-days for a year. They start going to school for a full day in grade one.

Kindergarten is for children who are 5 years old before December 31st of that school year. If your children are younger than 5, you may be able to put them in Nursery School. See the chapter called THE FAMILY for more information.

Elementary School

- In most schools, elementary grades are 1 to 6. This usually means ages 6 to 12 approximately.

- These grades are taught in elementary schools.
- Elementary schools give children a basic education in reading, writing, arithmetic and other subjects such as art, music, and physical education.
- Usually one teacher teaches all subjects to the class.

High School

- After elementary school, children go into junior high school for grades 7 - 9 and senior high school for grades 10 - 12.
- Different teachers teach each subject and students move, throughout the day, to a different room for each different class. There may be as many as 9 classes or periods in a single school day.
- High Schools teach two kinds of courses: required courses and optional courses.
  - Required Courses or Core Courses:
    These are courses which students must take to graduate. The students have no choice.
  - Optional Courses:
    These are courses which allow students to make a choice between subjects.

Some courses will help students who want jobs after finishing school. Others are necessary for those who want to go to college or university. Choosing the wrong options could prevent someone from reaching his or her goal.

The Credit System

- Each course is worth a certain number of credits, usually one credit per course. In most places, students need at least 20 credits from grades 10 to 12 to graduate.

- Ten of these credits must be in required courses as follows:

  2 in Science
  2 in Mathematics
  1 in English at each grade level (=3)
  1 in History
  1 in Geography
  1 in Physical Education

- Courses are numbered to show level and type of course. Courses numbered 100, 200, and 300 are academic or "university entrance" courses. This means that the courses should give a good background for studying the subject in university. 101, 201, and 301 courses are more general. 102, 202, and 302 courses are for Business Education students. 103, 203, and 303 courses are Industrial Programme courses. 104, 204 and 304 are Occupational Programme courses. 105, 205 and 305 courses are special courses, such as courses set by the school or by the student, private music lessons or special language courses or advanced mathematics.

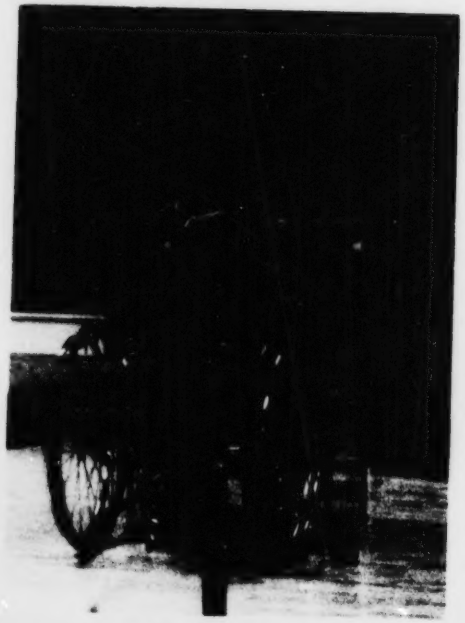
- The first digit of the course number tells you the level of the course. "1" means grade 10, "2" means grade 11, and "3" means grade 12. For example, a 201 course is a grade 11 course for general purposes.
- Students may choose any combination of subjects at any level. For example, a student in grade 10 may take English 100, Mathematics 101, and Typing 102.
- It is not necessary to pass one year entirely before going on to the next.
- Some high schools have career or guidance counsellors. These people will help your child to choose the right courses. They also help students learn about possible future careers.

- Students usually have finished Grade 12 when they are about 18 years old. However, there is no age at which students must leave school. Students who have come from other countries and do not speak English sometimes finish school later than this. This is often because when they entered school they were placed one or more years behind the grade they were at in their own country.

NOTE: It is a good idea to stay in school and finish your studies even if this means finishing school after you are 18. You will not have to pay for the extra time it takes you to do this and you should not be embarassed or upset if this happens to you. It may be very difficult to get a job or further training if you haven't completed your studies.

Students who successfully complete Grade 12 are given a high school diploma by the school. A Grade 12 diploma or the equivalent (something recognized as equal to Grade 12) is necessary for most further education and for many jobs.

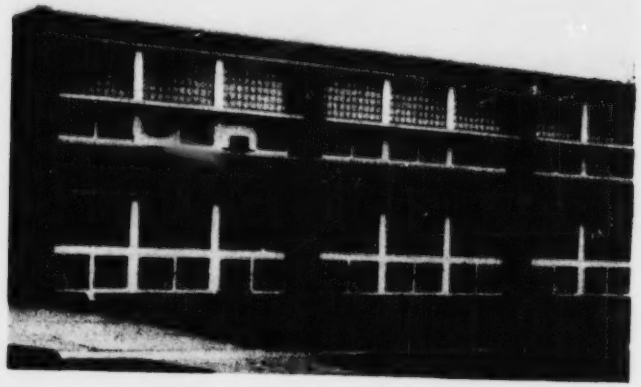
Special Education



Physically or mentally handicapped children also have a right to free public education. Many schools have special classes or programmes for these children. There may be schools in an area which serve all the children in that area with one type of handicap, such as a school for the deaf or a school for the blind. Some schools may have programmes for those children who are considered "gifted" or of above normal intelligence or ability. For more information on Education for Handicapped people see the Chapter called PEOPLE AND THINGS TO HELP YOU.

Private School

There are about 70 private or independent schools in Manitoba. These schools are not run by the government but most of them teach the same basic courses and have the same grades as public schools. A few private schools teach only girls or only boys. Most of these schools are run by religious groups. Usually, you will have to pay



money to send your child to a private school. If you want to know more about private schools, contact the Manitoba Federation of Independent Schools, phone: 453-6813.

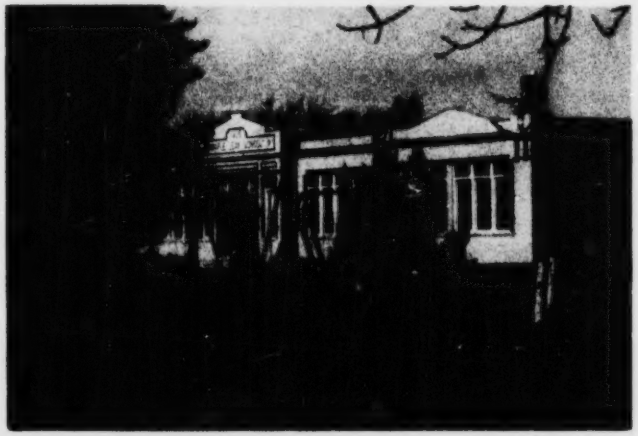
NOTE: In some countries, parents feel they have to send their children to private schools if they want them to get into university. This is not true in Canada.

Putting or Enrolling a Child in School

If your child is six years old or more or if your child is 5 years old and you wish him or her to go to kindergarten, it is important to enroll (register) him or her in school as soon as possible. To enroll your child, go to the elementary, junior high or senior high school. If you send your child to a school outside your area, you may be asked to pay an extra amount of money.
If you have any of these papers, take them with you, as well as an interpreter if you can:

- child's birth or baptismal certificate
- immigrant landing paper
- child's passport
- child's health (medical) records
- child's school records

The school principal, the person who runs the school, will look at these papers and decide what grade and class to put your child in. He or she will probably phone the school board central office to find out which school your child should attend. He or she may ask you to go to another school offering special English classes for children who speak languages other than English (ESL classes). If you think that your child has been placed in a grade which is too high or too low, talk to the principal, teacher or guidance counsellor. Use an interpreter if necessary. Tell them you are concerned. They may be unaware of a problem which exists. You have a right as a parent to do this.



Counsellors and Nurses

Some schools have counsellors and nurses. Counsellors can help your child select classes or a field of study, and can help solve many problems within the school. A school nurse can provide emergency medical help and test the children's ears, eyes and so on. Sometimes the school nurse will give your child a 'shot' or needle or immunization. This is a normal thing for a school nurse to do. You will get a written notice from the school before this happens.

Ways of Learning

Most Canadians believe that the best way to learn is to take an active part in their own learning. They also believe that a good education means more than just sitting and listening to what the teacher says. Usually a teacher does not do all the talking. Instead of giving the students all of the answers, the teacher

asks students to find the answers themselves. The students do this by talking or even arguing about an idea in class, or by going to the library to find information in books, magazines or newspapers. Students are often asked to work either on their own or in small groups. Most Canadians feel that it is very important for students to work on their own. In most schools, students are not asked to do homework regularly until junior high school.

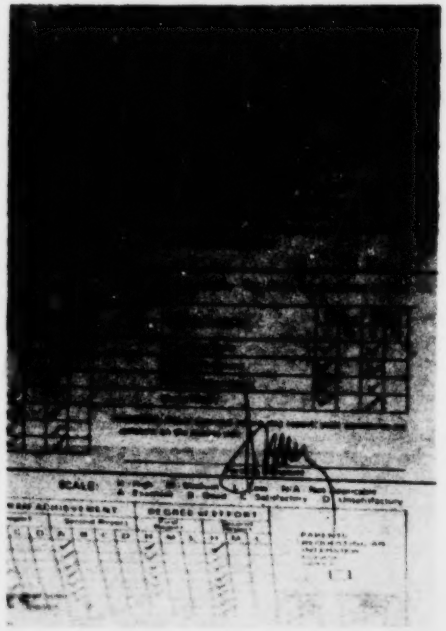
Evaluation

Schools must measure how well a student is doing in school. This is called evaluation. Students are evaluated in many ways. Some of these ways are:

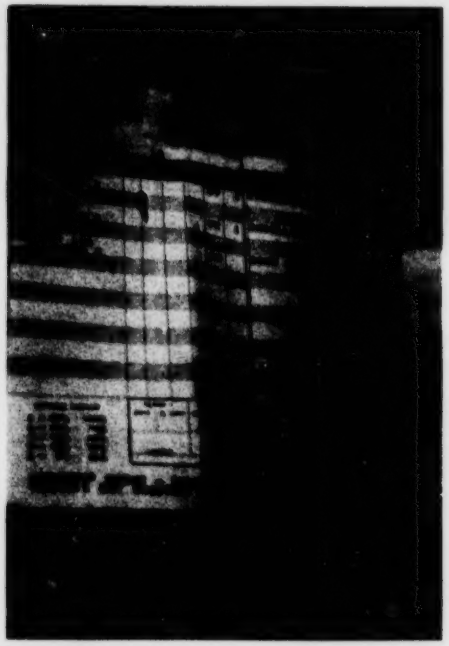
- attendance at school
- finishing work to be done outside of class (homework)
- test and/or examinations
- taking an active part in classroom activities

Schools have many ways of showing how well a student is doing in school. This information, called a report card, is given to the students to take home. The parents must read it, sign it and send it back to the school with their children. This happens two or three times a year. One way of showing how well the student is doing is to use the letters of the alphabet from A to F. "A" means excellence and "F" means failure. Other ways are to use numbers, for example, 0 - 100; or "S" = Satisfactory, "U" = Unsatisfactory,or Pass/Fail. Some schools may give a written paragraph or two describing the student's progress.

Sometimes students are given standardized tests. These are tests given in many schools across the



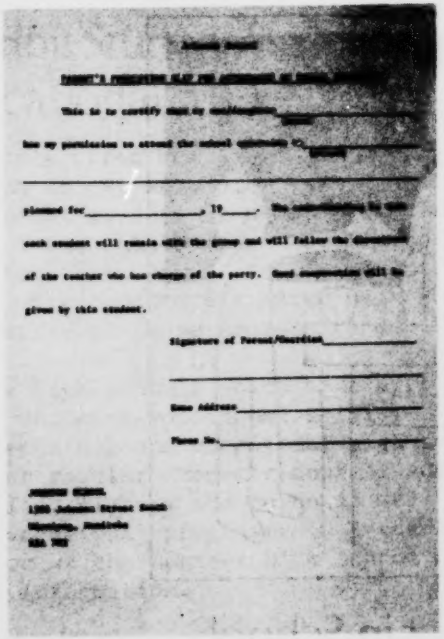
country. They do not decide whether a student passes or fails. These tests serve as a comparison between schools and students in different areas to see how well the schools are teaching and the students as a group are learning.



The Role of Parents

In Canada, parents are expected to play an active role in the education of their children. Sometimes parents are invited to watch their children in school and to talk to the teacher about how the children are doing in school.

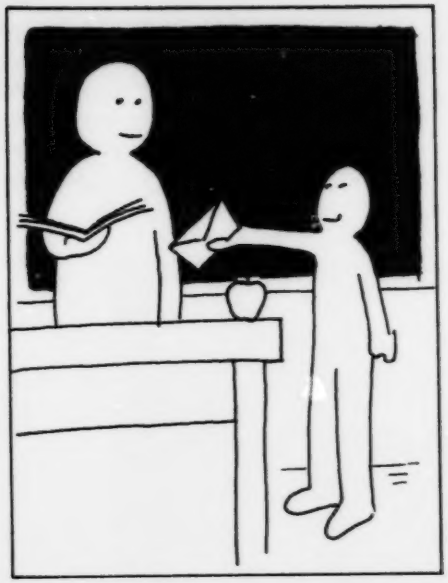
Some schools have regular parent-teacher meetings throughout the year to do this. In some schools, parent-teacher meetings are about the same time as the report cards are sent out. Ask if there is an interpreter or if one can be supplied by the school. A teacher sometimes calls parents to discuss how their child is doing. Parents may want to take an interpreter with them. This is a good time for you to meet your child's teachers and to learn something about the school system.
Some schools also have meetings, at which parents and teachers may discuss school programmes and policies, ways of improving education at the school and other topics.



Forms Your Child May Bring Home

Sometimes parents will be asked to sign a form giving their permission for their children to go on special trips (field trips) sponsored by the school. Without your signature your child will not be allowed to go.
In most schools your child can be insured against injury or death. This will cost some money. You can choose to buy this or not. Your school can give you more information on this.

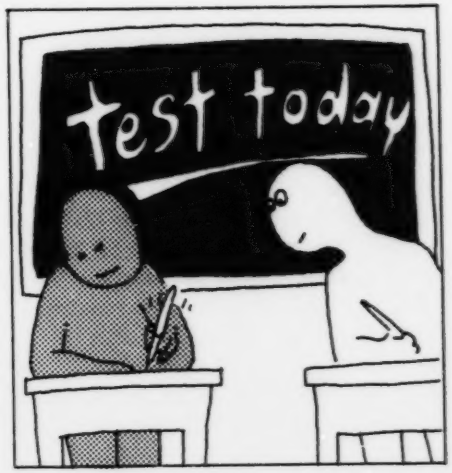
NOTE: It is important that you read and understand all notes and forms your child may bring home from school. Ask a friend or neighbour to help explain them if necessary. Also, tell the principal that you would like them translated if possible.



Conduct in School

Students must attend all classes in which they are enrolled for the full school year or term. If a student is away from school or comes to school late, parents are usually asked to send a written note to the school telling why the student was late or absent. As well as work done in class, students must finish all class-work and homework on time. Students who are late for class and who do not have a written reason or who are late in finishing their work are often punished.
The punishment may be different in different schools and classrooms. It might be:

- a lower mark for a piece of work handed in late
- more work
- having to stay after school when the other students have left. This is called a detention.
- a talk from the principal or other official



- not being allowed to go to special events or activities

Physical punishment is not allowed in most schools.

Students are expected to work, learn, and take tests on their own. Sharing answers or looking at another student's paper is considered dishonest and is called cheating, unless the student is following the directions of the teacher. Students are expected to do their own work. It is seen as dishonest to copy from a book word for word when writing a paper or assignment unless you show clearly where you got the idea and information from. Dishonesty and cheating are serious matters. A serious penalty usually follows.

Sex Education

Many schools give information and/or courses on the relationship between men and women. These courses usually give the students information on human reproduction and family planning or birth control. In some schools this is an option. It may be offered at different levels and under different names in different schools.

Preparing Student for Jobs (or Vocational Education)

Many schools offer courses in job or vocational areas such as car mechanics, wood working, cooking, sewing, farming methods or office skills. Those subjects are usually optional to all students in school. Those students who plan to go to work immediately after high school will take a number of these courses to develop job skills.

There are high schools which have special equipment for teaching vocational skills. They are called technical and vocational high schools. They offer regular academic courses such as mathematics, history and so on as well as their special vocational programmes. A guidance counsellor at the nearest high school could give you more information.

Working and Attending School

Many students also work part-time while they are in school. This work is usually done before or after regular school hours and on weekends. Jobs for students include newspaper delivery, babysitting, working in a supermarket or fast

food restaurant. During the summer months when the students are on vacation, many work at full-time jobs. If you need information on getting money to help you while you are at school, see the section "Money to Help Students" on page 110 in this chapter.

NOTE:
- There are clear rules about what kinds of work children under the age of 16 can do.
- If you are on a student visa you probably will not be allowed to work. See the section called "Visitors" in the chapter called IMMIGRATION AND CITIZENSHIP.

Physical Education

Sports and physical activity in schools are popular for both boys and girls. Students are required to join actively in regular Physical Education classes. Participation in sports is a good way for students to get to know their classmates.

During this time, students learn about and participate in a variety of sports and physical activities. There are separate areas for boys and girls to change clothes for sports and to take showers. Usually they must take showers after the physical education class. Sometimes these shower areas are open. Parents may be asked to pay for a gym suit and running shoes for physical education. Students must wear these clothes during "Phys Ed" classes.

Extracurricular Activities

As well as regular school day activities, most schools offer many sports and clubs after school. These may include basketball, football, baseball, volleyball, drama, debate, language clubs, school newspapers or magazines, art club, and so on.

All of these clubs are voluntary. You can choose to join them or not. There is no official academic credit given for those activities.

Beyond High School

Free public education usually ends with high school. After completing high school, a student may decide to work or to attend a community college or a university. Things to keep in mind about study after high school:

- You can attend part-time.
- You may have to pass a test in English or

French before being allowed to begin your studies.

- Education after high school is not free and may be very expensive. There are ways for some students to get help to pay for it.
- Manitoba education is quite flexible. You can work first and go to university later, or you can do both at the same time. Also, you can go to one university first and transfer to another later.

Money to Help Students

Most students at university or college work part-time or during the summer to pay for their education. Sometimes this money is not enough. If you want to go to university or college and need money, the government may help you. The Student Aid Branch gives loans and bursaries to students who need money. A loan is money that you borrow, use while you are going to school and later pay back. Six months after you finish school, you must begin to pay this money back at regular interest. Be careful before you take a loan because the interest may be very high and cost you a lot of money. Sometimes it is better to wait until you have enough money to pay for your education yourself.

The Student Aid Branch also gives out bursaries to students who need money. A bursary is money to help you pay for your education. You do not have to pay this money back if you finish your year of study.

Certain things must be true before you can get help from Student Aid. Some of these things are:

- you must be a permanent resident or a Canadian Citizen;

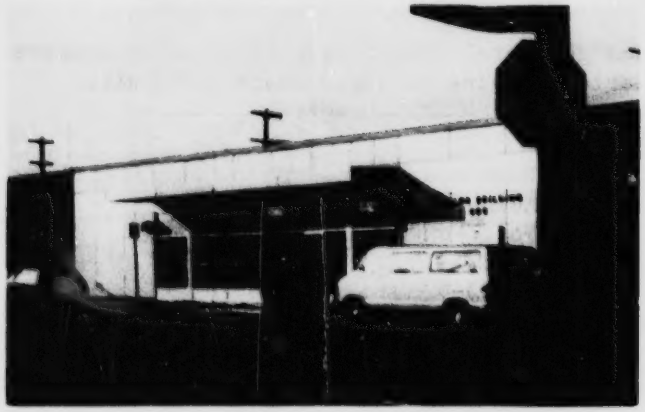
Winnipeg	Brandon
Student Aid Branch	Brandon University
693 Taylor Avenue	Student Aid Regional Office
See No. 12 on Map B	270 18th Street
Open 8:30 - 4:30 Weekdays	See No. 9 on Map C
Phone 452-3100	Open 8:30 - 4:30 Weekdays
Buses: Pembina, Stafford, King's Park.	Phone 728-9520 and ask for extension 726.

NOTE: If you live outside of Winnipeg and Brandon, you can call collect 1-800-852-2704.

- you must live in Manitoba. In some cases you must live in Manitoba for a certain length of time before you can receive aid.
- you must need the money to help you study.

You can find out more information by going to guidance counsellors at high schools or student awards offices at the universities.

Student Aid Office



Awards or Scholarships

Some colleges, universities and other organizations give gifts of money to people who have very good marks. These gifts are called awards or scholarships. You can apply for some of them. For others you must be nominated or recommended by a teacher.

You can find out more information by going to a guidance counsellor at high schools or student awards office at the universities.

Income Support

The Canada Employment Centre or C.E.C. will sometimes give you money while you are learning a new skill to get a job if this training is one year or less. This is called a training allowance. You must go to a C.E.C. before you begin your studies if you want to get a training

allowance. For more information see the chapter called WORKING IN MANITOBA.

Student Social Allowances

This is another type of help. See the section, "Social Assistance or Welfare" in the chapter called PEOPLE AND THINGS TO HELP YOU.

Community Colleges

Community Colleges teach skills or trades so that their students can get good jobs. Nursing, Machine Shop and Child Care are some of the many courses you could take. Most of the courses last from ten months to two years and are full-time. You must go Monday to Friday all day.

The entrance requirements, or things you must have to become a student, are different for different courses. All courses cost the same - $37.00 per month at the time this book was written.

You can get more information on the many courses available by going to the nearest community

Winnipeg

Red River Community College
2055 Notre Dame Avenue
See No. 13 on Map B
Open 8:00 - 4:00 Weekdays
Phone 632-2355
Buses: Grant-King Edward, Notre Dame-King Edward, Logan-King Edward, Logan-Berry.

St. Boniface College
200 Avenue de la Cathedrale
See No. 11 on Map B
Open 8:30 - 5:00 Weekdays
Phone 233-0210
Buses: Aulneau, Wolsely.

The Pas

Keewatin Community College
7th Street and Charlebois Avenue
Open 8:00 - 4:30 Weekdays
Phone 623-3416

Brandon

Assiniboine Community College
1430 Victoria Avenue East
See No. 10 on Map C
Open 8:00 - 4:30 Weekdays
Phone 725-4530

college or Canada Employment Centre. Ask for a college calendar or for a course synopsis. The synopsis is a list of the kinds of information you will need to make a choice.

For more information see the section "Training" in the chapter called WORKING IN MANITOBA.

Red River Community College

Business and Trade Schools

Business and trade schools give courses in hairdressing or haircutting, bartending-serving drinks in a bar, secretarial work and many other things. These schools have different programmes or courses and different prices. Some of them

are more expensive than others. All are more expensive than the same courses offered at community colleges. Be sure to compare the prices, the courses and the openings in several schools and community colleges before you become a student. These schools are listed in the yellow pages of the phone book under "Schools - Hairdressing" and "Schools - Technical and Trade".

Universities in Manitoba

At University, you can take three types of courses. Undergraduate work usually lasts three or four years. It leads to the first university degree called a Bachelor's Degree. You must have this first degree before you can enter graduate study. Here you can obtain a Masters or a Doctorate level degree. The third type of study is the professional course. This leads to one of the professions such as engineering, dentistry, pharmacy and so on.

University education is expensive. Courses cost about $140.00 each and you must buy your own books. Sometimes the government will lend you

Winnipeg

University of Manitoba
Fort Richmond
See No. 15 on Map B
Open 8:30 - 4:30 Weekdays
Phone 474-8527
Buses: Pembina Hwy., Waverley, King's Park.

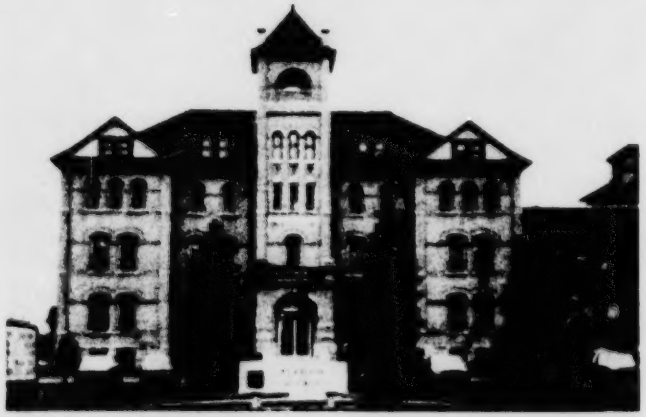
St. Boniface College
200 Avenue de la Cathedrale
See No. 11 on Map B
Open 8:30 - 5:00 Weekdays
Phone 233-0210
Buses: Aulneau, Wolseley.

University of Winnipeg
515 Portage Avenue
See No. 22 on Map A
Open 8:30 - 5:00 Weekdays
Phone 786-7811
Buses: All buses going downtown.

Brandon

Brandon University
270 18th Street
See No. 9 on Map C
Open 8:30 - 4:30 Weekdays
Phone 728-9520

NOTE: The Collège Universitaire de St. Boniface is part of the University of Manitoba. The language of instruction there is French.



Brandon University

or give you money to help you pay for your education. See the section called "Money to Help Students" earlier in this chapter.

How to Become a University Student

To become a university student, you must be a citizen, a landed immigrant or have a student visa. You must apply to the university you want to go to. For application forms, contact the admissions office at the university.
To get into university, there are different things you must have before you can study at these schools. These things are called entrance requirements. In professional faculties, one of them might involve immigrant/citizenship status.

Find out what all the entrance requirements are by phoning, writing or going to the faculty or school where you want to study. Most professional faculties are listed in the telephone book under "University of Manitoba".

General Entrance Requirements

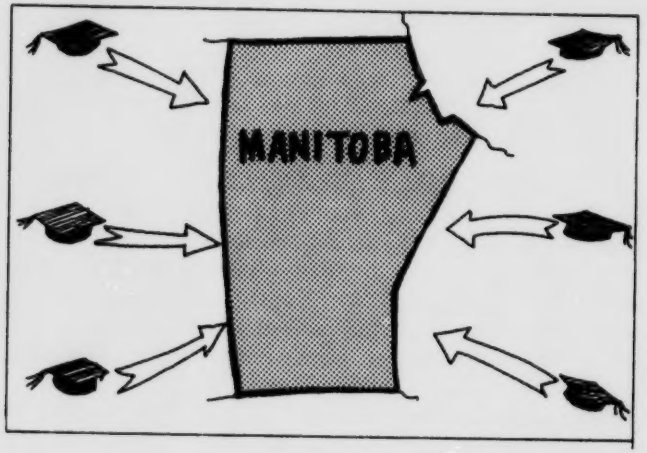
- Except for the following:
  - Test of English as a Foreign Language or T.O.E.F.L. (See the section on this test in this chapter)
    AND
  - Some professional schools such as Law,

there are no special university entrance examinations.

- To get into university, Manitoba high school graduates must have five grade twelve credits in four different subject areas. At least three of these credits must be 300 level courses.
- If you have the equivalent of high school from another country, the university may also accept this. Certificates, or other official papers you use when you apply must be in English. You can get them translated by volunteers at the International Centre.

Transferring Credits from Outside Manitoba

- If you have already studied at university in another place, you may be able to transfer credits. This means that the courses or degrees you have from somewhere else may be valid or good here. Ask the university registrar about these credits. To transfer credits, you must give them descriptions of the courses you have taken. These must be in English as well. Volunteer translators at the International Centre can only do one or two pages for you, so you may want to translate these yourself.



NOTE: It is important to understand that university entrance requirements in this kind of situation are not fixed. If you think a decision is not fair or correct, you should not accept it without question.

When to Apply

You should apply early, in some cases - up to 8 or 9 months before the academic year starts.

The university year starts in September and usually ends in April. There are also special courses if you cannot go to university full-time:

- half-courses usually from September to December or from January to April
- summer courses
- intersession courses at the end of the academic year
- evening courses
- correspondence courses - course material is mailed to you and you mail your tests and work back
- rural courses - professors go to small towns and cities to teach

Your university can tell you more about these special courses.

NOTE: It's a good idea to talk to a counsellor before choosing your courses. It's also helpful to talk to other students who have taken the courses before. 'Shopping around' for a good teacher is a common practice among serious students.

Studying in English: General Requirements

- English language requirements may mean you have to show that:
  - you have lived here for at least three years
    and/or
  - you have a 'B' grade or better in Grade 12 English
    or
  - you have 550 or better in the T.O.E.F.L. (see the following section).

NOTE:
- The registrar's office will want you to meet these requirements before they do anything else. That is, you will have to show that your English is good enough before they will even look at your translated papers from your home country.
- If you are 21 years old or more, read the section "Mature Students" in this chapter.
- For detailed information on University requirements, courses and many other important things, you should get a copy of the university calendar from the admission office or the university bookstore. It may be free or it may cost a small amount of money.

Studying in English at University - The TOEFL

In both Canada and the United States most universities state that foreign students must take a special English test before they are allowed to enroll. In Manitoba, universities require students whose mother tongue is not English to take the TOEFL (Test of English as a Foreign Language). Only students with advanced knowledge of English can hope to pass this 3 hour test of grammar, vocabulary, listening and reading skills.

Winnipeg		Brandon
University of Manitoba University Centre Building Room 400, Student Records See No. 11 on Map B Open 8:30 - 4:30 Weekdays Phone 474-9423 Buses: Pembina Hwy., King's Park, Waverley.	University of Winnipeg Student Records Office 515 Portage Avenue See No. 22 on Map A Open 8:30 - 5:00 Weekdays Phone 786-7811 and ask for extension 256, 257 or 258 Buses: All buses going downtown.	Brandon University Student Services and Admissions 270 18th Street See No. 1 on Map C Open 8:30 - 4:30 Weekdays Phone 728-9520

Some Important Points

- The TOEFL comes from and is marked in the United States.
- It is given in Winnipeg at either the University of Manitoba or the University of Winnipeg.
- It is given at least six times a year.
- It may be given up to once a month if there are enough students who want to take it.
- It costs U.S. $19.00 or U.S. $27.00 each time you write the examination. The fee depends upon the date you write the test.
- To take the test you must first get an application form. You can get one by writing to:

Test of English as a Foreign Language
P.O. Box 899
Princeton, New Jersey 08541
U.S.A.

- Ask for the latest TOEFL Bulletin of Information and Application Form. You can also get an application form from one of the places listed in the box at the top of this page.
- After you have got your application form you must fill it in and send it along with U.S. $19.00 or $27.00, depending on the date, to the address in the U.S.A.

NOTE:
- You must send American dollars. You will need an international money order or bank cheque in U.S. dollars for this.
- You will receive a letter telling you when and where your test will be held. This letter will come about one month before your test date.

Preparing for the TOEFL

As was said earlier, only students with advanced knowledge of English can hope to pass this test. Even if your English is quite good you will still need to prepare. This can be done in several ways:

TOEFL Preparation Book

- Order the Sample Test for TOEFL. See the address on page 119 of this chapter. At the time this book was written, the cost was $2.00.
- Order Test Kit 1 from TOEFL. It has more information and questions than the Sample Test. The cost is approximately five to six times that of the sample test.
- Buy any one of a number of TOEFL preparation books. You can usually find them in university bookstores.

- If you live in Winnipeg, go to the Adult Education Centre at 310 Vaughan Street. Tell the evening school principal you want to take a course specially for TOEFL. Leave your name, address and phone number. If there are 15 or more students at that level, a special course may be given.
- Go to or phone the University of Manitoba, Student Counselling Services, Room 474, University Centre, 474-8592. Ask them if they will be giving any special courses for TOEFL.
- Go to the Red River Community College Extension Centre at 1770 King Edward Street. Tell the Supervisor you want to take a course to prepare for TOEFL.

Continuing Education

All Manitoba universities, community colleges and some school divisions offer Continuing Education courses. Some of these courses will give you credit towards a university degree. However, most of them are non-credit courses. This means they will not help you get a university degree or certificate. They will teach you many different and interesting things. Continuing Education teaches sports, languages, hobbies, business and many other courses. Some

of the courses are free and some cost money. Some of the courses have prerequisites or things you must do before you can take the course. For more information on continuing education, contact one of the universities, community colleges or school divisions listed in the earlier sections of this chapter.

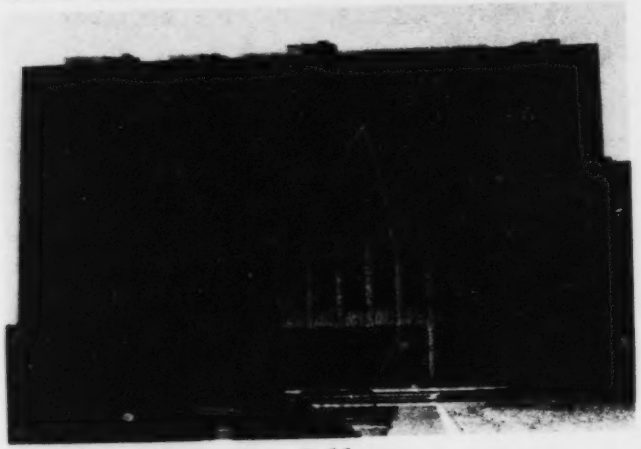
Education For Adults

Adults often go to school full-time or part-time while they are working. Some people take a class that will help them get a better job. Many others take a class out of interest. In

either case they do not feel embarassed or shy, even if they are older than their teacher. This is because adults who go to school are respected. Canadians believe you are never too old to continue your education.

Adult Basic Education (A.B.E.)

Sometimes you will need a grade 10, 11 or 12 education to get a job or to take a course. If this is true for you, you can go to your local community college and enroll in their Adult Basic Education or A.B.E. programme. If you already have a grade 8 education, you may be able to get money for fees, books and living expenses from your Canada Employment Centre. Ask a C.E.C. counsellor.



Red River Community College

Winnipeg Adult Education Centre

310 Vaughan Street
See No. 23 on Map A
Open from July to September, 8:00 - 4:00 Week
October to June, 8:00 - 4:30 days
Phone 947-1674
Buses: All buses going downtown.

If you:

- are 18 years old or older,
- have been out of school for a year or more, and,
- want to get a Grade 12 certificate, go to the Winnipeg Adult Education Centre (WAEC). You can go full-time in the day, all year, or in the evening from September to early June. You will have to pay for the course you take.

  There are school counsellors at WAEC who can help you choose the best courses for you. Ask to talk to a school counsellor before you enroll. It could save you a lot of time and money wasted in taking the wrong courses.

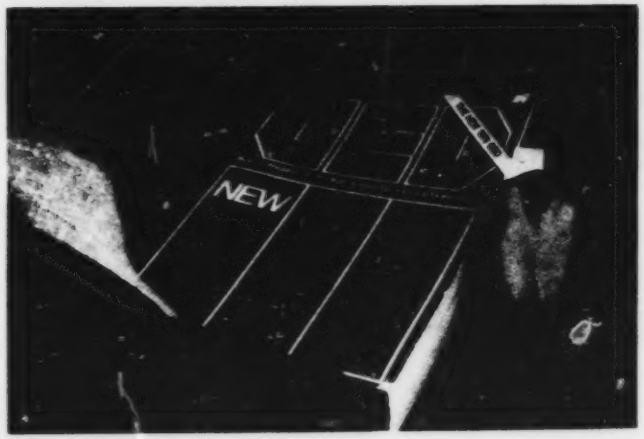
Winnipeg Adult Education Centre

NOTE:
- You can apply to get Student Aid for full-time courses. See page 110 in this chapter.
- You will need to have advanced standing in ESL to be sure of admission to credit courses.
- A full-time ESL course at intermediate level is available for students who are not advanced and wish to become so.

General Education Diploma (G.E.D.)

High School Equivalency Test
General Education Diploma
528 St. James Street
See No. 17 on Map B
Open 8:30 - 4:30 Weekdays
Phone 775-8461
Buses: All buses going downtown.

If you don't have a Grade 12 certificate and you need it to get a job, or to get into a course, the G.E.D. is something that you should



know about. By writing the examinations you can receive a paper - the G.E.D. which is equal to Grade 12. This can be useful in getting a job or entering courses at a community college, where a Grade 12 certificate is needed. You may have to take extra courses in mathematics and science.

To find out more about the G.E.D. contact the community college in your area, or go to or phone the office in the box at the top of page 123

Mature Students

If you are twenty-one years of age or older and have been out of school for two or more years, you can be admitted to a university or community college as a mature student. This means that you may not have to have all of the courses needed by younger students before being admitted. If you want to find out more about being admitted as a mature student, contact the registrar at the university or community college in your area.

You can apply for Student Aid for courses taken as a Mature Student. See the section called "Money to Help Students" in this chapter.

NOTE: In Brandon, a person who is nineteen years old and has been out of school for more than a year can get high school standing by taking six credits at any local high school in that city.

Winnipeg Education Centre

Winnipeg Education Centre
15 Chester Street
See No. 16 on Map B
Open from September to April, 8:30 - 4:30 Weekdays
May to July, 8:30 - 4:00 Weekdays;
(This Centre is closed in August)
Phone 668-8160
Bus: Transcona.

The Winnipeg Education Centre is a very special part of the University of Manitoba. It is for people who don't have much money, who did not finish their education and who live in the central part, or "core area" of Winnipeg. There are two programmes. One leads to a degree in teaching. The other leads to a degree in social work. Students at Winnipeg Education Centre get money to help pay for their living expenses, fees and dental bills. They also get special help in their studies if they need it.
If you are twenty-one years old and living in the central part of Winnipeg, you may be able to take one of their programmes. Fifteen people are chosen for each program every year during May and June.

For more information phone, write or go to the Winnipeg Education Centre. See the box at the top of this section for details.

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Medical Services

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Medical Services

Medicare

Manitoba has a government health insurance plan called "Manitoba Medical" or "Medicare". The money for Medicare comes from your taxes. This usually means that you do not have to pay when you use services covered or paid for by Medicare. These services include:

Hospital Services

- meals
- nursing care
- most operations
- laboratory work
- standard room (with 4 beds)
- X-rays
- needed drugs
- anaesthetics
- some special therapy

Doctors' Services

- visits to most doctors and clinics
- house visits (when available)
- most medical tests, examinations and treatment
- care for pregnant women
- immunizations, or 'needles' or 'injections' or 'shots'

Who Pays the Doctor?

1. If the doctor takes part in Medicare, you will not have to pay.
2. If the doctor does not take part in Medicare, you will have to pay him or her. You can

then get money back from Medicare. If the doctor charges Medicare rates you will get all the money back. If he or she charges more than the Medicare rates, you will have to pay the extra amount yourself.

NOTE: Before you receive treatment from a doctor for the first time it is a good idea to ask if she or he takes part in Medicare. If the doctor does not, ask:

- if the rate is higher than medicare rates;
- how you should pay for treatment.

Other Services

- yearly eye examinations and prescriptions for eyeglasses
- prostheses (artificial hands, legs, etc.) and services
- hearing aids for children under 18 years of age
- corrective shoes for children under 18 years of age
- payment for part of the expenses in some personal care home. These are places where old people and people with physical handicaps get care 24 hours a day.
- payment for chiropractic services

Some Other Things You Should Know About Medicare

- Medicare will pay for your hospital care for as long as your doctor says it is needed. There is no limit to the number of days.
- Children born in Manitoba are covered by Medicare from birth. You must tell the child's name and birthdate to the Manitoba Health Services Commission as soon as possible. For the address and phone number, see the box in the section called "Getting a Manitoba Medical Card" later in this Chapter.

Getting a Manitoba Medical (or Medicare) Card

Manitoba Health Services Commission
599 Empress Street
See No. ● on Map BB
Open 8:30 - 4:30 Weekdays
Phone 786-7101
Buses: Portage-Polo Park, William-Polo Park, Ness, Grant-King Edward, Charleswood, Kenaston, Waverley, E. Kildonan.

Manitoba Health Services Commission
599 Empress Street

If you are a permanent resident and are coming to Manitoba from outside Canada (that is, you have not lived in another part of the country) you and your family can be covered by Medicare as soon as you arrive. To make sure that you are covered, you should do the following as soon as possible.

- If you live in or near Winnipeg, go to the office of the Manitoba Health Services Commission. See the box above for the address.
- If you do not live in or near Winnipeg, you can register at your local Municipal office or town hall.

Take these papers with you.

- your landing documents, that is, the papers you were given by the Immigration Officer when you arrived in Canada,

AND

- another piece of identification such as your driver's licence, or passport.

After you have given the necessary information, you will be given Registration Certificate #79. This is a temporary medical card. You must sign it and keep it with you at all times. You will receive your permanent Manitoba Medical

card in the mail about 3 or 4 weeks after you register.

- If you lose the Registration Certificate or the Manitoba Medical Card, you should go to or phone the Manitoba Health Commission immediately. They will send you a new one.
- Show your Registration Certificate or the Manitoba Medical Card at doctors' offices, clinics and hospitals.

Registering for a Medicare card

NOTE: Some doctors may not accept the Registration Certificate. Ask if the certificate is good enough for payment before you get treatment.

- Keep the information on your card up-to-date. If you have a new baby or if you change your address you must tell the Commission. Put the new information on the back of your card and send it in. You will receive a new, correct card in the mail.

Limits to Medicare Coverage

- Disabled or handicapped people are not totally covered. See the Chapter called PEOPLE AND THINGS TO HELP YOU for more information.

- Medicare does <u>not</u> cover the cost of ambulance service, crutches, canes, personal services such as radio and television in a hospital room, medical examinations needed for employment or the fitting and supply of eyeglasses.

- If the type of service you are using is not included in the Medicare list, you can buy extra insurance to pay for some of these services. See the section called "Blue Cross" later in this chapter.

<u>NOTE:</u>

- If you are not sure if the service will be paid for by Medicare ask, "Is this covered by Medicare?" <u>before you use the service.</u>

<u>Personal Care Homes :</u>

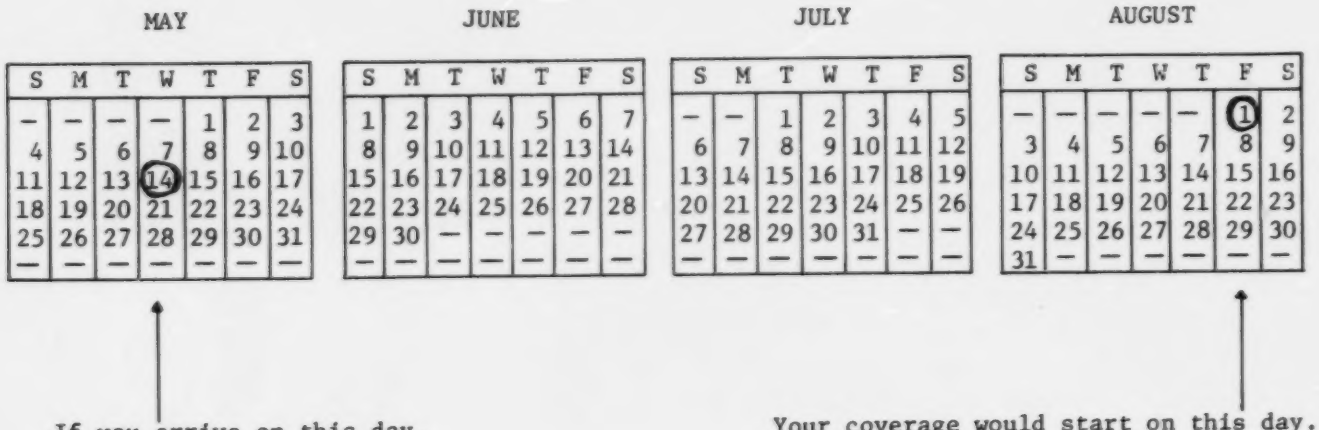
- newcomers must live in Manitoba for 24 months continuously before Medicare will cover expenses in Personal Care Homes.
- every person must pay a daily residential charge. Medicare does not cover this.

If You Come to Manitoba From Another Part of Canada

- If you come to Manitoba after living in another part of Canada, you will not be covered by Manitoba Medicare until the first day of the third month after the month of your arrival in Manitoba.

Medicare in your last province will pay for your expenses until Manitoba Medicare coverage starts. You must show your Medicare card from that province when you use a service.

Here is an example of how long you must wait until you can be covered by Manitoba Medical.



If you arrive on this day.

Your coverage would start on this day.

If You Are Not A Permanent Resident of Canada

- You can be covered by Medicare if you have a temporary employment authorization or "a work permit" good for 12 full months or more.
- You cannot be covered by Medicare if you are a visitor, a transient, that is, a person travelling through or a student from another country.
- University students from other countries must get other medical insurance. They can contact:

  McDonald Insurance Group
  Ste. B - 2 Lakeview Square
  171 Carlton Street
  Winnipeg, Manitoba R3C 3H9

  Telephone: 942-6828

- High School Students can contact:

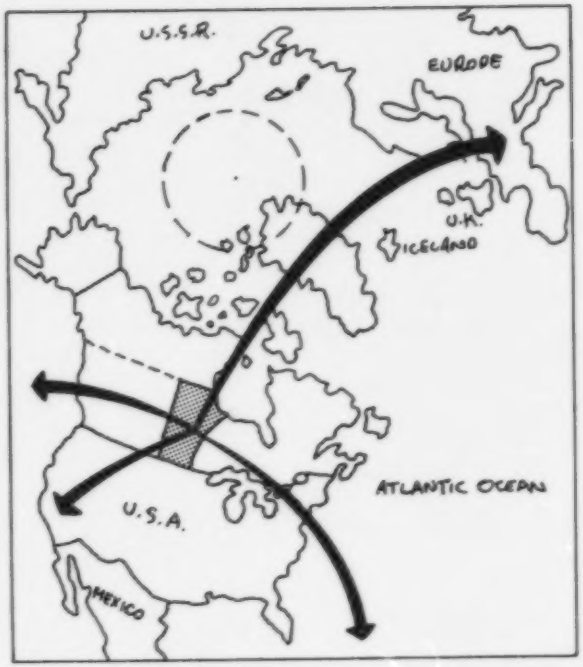
  University Health & Accident
  710 Bay Street
  Toronto, Ontario M5K 1N4

  Telephone: 1-800-268-9059
  (no charge)

If You Are Going to Leave Manitoba

1. If your trip is only for a short time, that is, less than twelve months, your medical expenses will be covered by Manitoba Medicare.
2. If you are leaving permanently, that is, you do not plan to come back, you should go to or write the Manitoba Health Services Commission for an out-of-province certificate.
   An out-of-province certificate will cover your medical expenses as follows:

   - Inside Canada
     - for two months after your arrival in your new province or territory
     - for hospital costs according to the rates paid in that part of Canada
     - for medical costs according to the rates paid in Manitoba.



- Outside Canada
  - for two months after you have left Manitoba
  - for part of your medical expenses if you meet certain conditions.

Payment of Bills From Outside Manitoba

Medicare can pay you OR pay the hospital and doctor.

If you are claiming you must send the following to the Manitoba Health Services Commission within six months of treatment:

- a statement of the illness or injury plus the type of treatment
- a list of expenses
- any receipts you have for treatment you have paid for

NOTE: It is important to keep all receipts in a safe place for this purpose.

If the hospital or doctor is claiming, they will have to send their bill on a special Manitoba Medicare form. They can get this by writing to the Manitoba Health Services Commission office.

NOTE: In some countries, especially the United States, medical care can be very expensive. Be sure you buy extra medical insurance before leaving Canada. See the Section called "Blue Cross" later in this chapter.

Blue Cross

Manitoba Blue Cross
100-A Polo Park Centre
See No. 1 on Map BB
Open 8:30 - 4:30 Weekdays
Phone 775-0151
Buses: Portage-Polo Park, William-Polo Park, Ness, Grant-King Edward, Kenaston, E. Kildonan, Charleswood Waverley.

If you want, you can pay money every month for special health insurance. This insurance is called Blue Cross. Blue Cross insurance pays for some services not covered by Medicare. These services include:

- ambulance services
- a bed in a semi-private hospital room (a room with two beds instead of a room with four beds)
- services of some doctors and medical people not covered by Medicare, such as psychologists, podiatrists and so on.
- money for renting or buying special equipment for example, crutches and wheelchairs.

Blue Cross will pay a limited amount each year. Find out what these limits are before you buy insurance. You can insure only yourself, or your family. Find out who you can include as "family". At the time this book was printed, the cost of Blue Cross Health Insurance was:

One person	$5.15 per month
Family	$8.15 per month

This insurance is called "extended health care insurance". Blue Cross also has a travel insurance plan. It is unwise to travel outside Manitoba or Canada without this extra insurance. Blue Cross also has a student accident plan and a dental plan for groups.

Dental Services

Manitoba Dental Association
Room 300, 296 Kennedy Street
See No. 1 on Map BB
Open 8:30 - 4:30 Weekdays
Phone 942-5211
Buses: Any bus going downtown near The Bay.

Dentists and dental workers look after your teeth and mouth. It is a good idea to have one dentist to go to:

- He or she will keep a complete record of your treatment.
- You can go there to get treatment if you need it urgently.
- If your dentist is away for example, on holiday, you will be told the name and address of another dentist you can go to during that time.

If you want a dentist and do not know where to start looking, you can phone or go to the Manitoba Dental Association. See the box at the top of this section. They will give you the name, address and phone number of three dentists who are accepting new patients. They also have the names of dentists who will accept patients for emergency treatment.

NOTE:
- Dental offices work by appointments. If you make an appointment with a dentist and are going to be late or can not go to your appointment, telephone their office or clinic and tell them. It is rude to miss an appointment without telling the dentist's office as soon as you know you can't come. If the dentist knows soon enough, he may be able to use the time for somebody else. It may be difficult to get another appointment if you do not telephone.

- If a blood test of a member of your family shows they have Hepatitis "B", your dentist may refer that person to one of the special dental clinics. A family must pay for this dental care at regular cost themselves or through a sponsoring friend, group or agency. See section called "Dental Work and Hepatitis" later in this chapter.

Who Pays the Dentist?

Dental treatment can be very expensive. Medicare does not cover dental expenses unless you have to go to a hospital for certain types of operation. This means that in most cases you will have to find the money or a way to pay for dental treatment.

Dental Plans

Some employers, such as companies or the governments may have special dental insurance to pay for part or most of the dental expenses of their employees. Sometimes it covers the employees' families as well.

If you are working, ask your employer if they have a dental plan. If the answer is yes, find out what it will pay for and how to use it.

Paying For Dental Work Yourself

If your place of work does not have a dental plan, you will probably have to pay for dental treatment yourself. Before your dentist starts the treatment, ask how much it is going to cost. If it is too expensive, ask if there is any other method which will cost less. Your dentist should be willing to explain any treatment which you receive.

If You Need a Dentist But Don't Have Enough Money

A In Winnipeg

I Mount Carmel Clinic

You can go to the Mount Carmel Clinic. The charges for dental services there are not the same for everyone. People who have little money pay less.

For more information see the section called "Mount Carmel Clinic" later in this chapter.

Faculty of Dentistry
777 McDermot Avenue

II The Faculty of Dentistry

University of Manitoba
Faculty of Dentistry
Dental Clinic
777 McDermot Avenue
See No. (H1) on Map BB
You have to make an appointment before you go there; you can make one for 9:30 or 1:30
Phone 786-3505 to make an appointment
Buses: Sherbrook, William, Notre Dame.

You can also go to the Faculty of Dentistry Dental Clinic. Here are some important things to know:

- Treatment is given by students as part of their training.
- Not all people are accepted for treatment. Only those who will be good for teaching purposes will receive treatment.
- The treatment can be very slow.
- The cost is much lower than is usually charged by most dentists.
- You may have to take a blood test for Hepatitis B before treatment can begin. See the section called "Dental Work and Hepatitis" later in this chapter.
- You can go during weekdays for some emergency treatment. They will treat you if you are in pain.
- Go or phone to make an appointment first.
- If you have trouble with English, try to bring someone who can translate for you.

III City Social Services

If you need help in paying for treatment at a regular dentist's office, you can go to one of the offices listed below. They are the Social Services offices of the City of Winnipeg. To apply for help, here is what you must do:

- Go to or phone the office nearest you.
- Make an appointment for a dental interview.
- When you go to the appointment, bring some proof of how much money you make or receive and how much you spend.

For example, bring a pay cheque or unemployment insurance cheque and a rent receipt.

- Answer the questions during the interview honestly and as clearly as you can.
- The person interviewing you will decide, according to the rules and the information, if you should receive free dental treatment.
- You will be told "yes" or "no" at the end of the interview or soon after.
- If the answer is "yes", you will receive a letter telling you where and when to go for your first dental appointment.
- You will have to have a blood test before you can receive treatment.
- You can receive free dental treatment only for a limited period of time after your first dental interview. You will be told at the interview how much time you have. When this time has passed, and if you still need free dental treatment, you must have another dental interview.

Here is a list of City Social Service Offices

CITY SOCIAL SERVICES OFFICES

City Centre, River Heights, Tuxedo, Fort Rouge	705 Broadway	775-8311
East Kildonan, Transcona	755 Henderson	589-5375
West Kildonan	412 McGregor	589-5361
St. Boniface, St. Vital	219 Provencher	233-3460
Charleswood, St. James, Assiniboine, Headingly	2000 Portage	837-1371
Fort Garry	1350 Pembina	475-2080

NOTE: For more information on these offices, see the chapter called PEOPLE AND THINGS TO HELP YOU.

B Outside Winnipeg

Go to the provincial government building in the city or town you live in or near. Ask to speak to someone in "Income Security Services".

You will have an interview with a person there. Bring the following information to the interview:

- your immigration papers
- your passport or birth certificate
- any proof of how much income you are receiving
- the name and address of your sponsor if you have one

The person who interviews you will ask you a number of questions and decide, according to the rules and your situation if you will receive help in paying for dental treatment.

Emergency Dental Treatment

Emergency Dental Treatment Services
Health Sciences Centre
Room C308, 700 William Avenue
See No. (H1) on Map BB
Open 24 hours a day, 7 days a week
Phone 787-3645 from 8:00 a.m. to 4:00 p.m.,
787-3510 from 4:00 p.m. to 8:00 a.m.
Buses: Sherbrook, William, Notre Dame.

In Winnipeg you can go to the Health Sciences Centre for emergency dental treatment services. This service is only for people who have very serious dental problems and cannot see a regular dentist. You will pay the regular rates for this service. You will be given the name and address of a dentist if more treatment is necessary.

Dental Work and Hepatitis

SPECIAL DENTAL CLINICS FOR PEOPLE WITH INFECTIOUS DISEASES

WINNIPEG

Adults

780 Bannatyne Avenue
See No. H1 on Map BB
Open 2:00 p.m. - 5:00 p.m. on Tuesday
9:00 a.m. - 12:00 noon on Thursday
Phone 786-3582
Buses: Sherbrook, William, Notre Dame, Polo Park, Maples.

Children

Children's Centre
Children's Hospital
685 William Avenue
See No. H1 on Map BB
Open 1:30 - 4:00 on Thursday
Phone 787-2516
Buses: Sherbrook, William, Notre Dame, Polo Park, Maples.

BRANDON

Brandon General Hospital
Room 105, Assiniboine Centre
150 McTavish Avenue East
See No. 15 on Map C
Open 8:00 - 4:00 Weekdays
Phone 728-3321

Sometimes people have special medical problems which make it hard for them to get dental help. Hepatitis "B" is an example of this kind of problem. It is a disease which can be passed from one person to another through contact with the blood or saliva, that is, spit.

Many dentists are concerned about catching this disease and/or passing it on to their patients. For this reason they may require you to have a blood test to show that you do not have Hepatitis "B". This is especially true if you come from an area where people have Hepatitis "B" such as Southeast Asia or New York City.

780 Bannatyne

The Blood Test

If you are asked to have a blood test for Hepatitis "B", you can get one from your family doctor. If you do not have a family doctor, and you live in Winnipeg, you can go to Mount Carmel Clinic or a community clinic listed in the section called "Clinics" later in this chapter. If you do not live in Winnipeg you can look in the yellow pages of your phone book under Physicians and Surgeons Guide.

If your blood test shows that you have Hepatitis "B", you will have to go to one of the special clinics listed in the box at the beginning of this section. Phone or go to make an appointment. You will have to pay for any treatment you receive at any of these clinics.

Clinics

COMMUNITY CLINICS

Klinic Inc.
545 Broadway Avenue
See No. 3 on Map BB
Open 8:30 a.m. - 10:30 p.m. Monday - Wednesday,
8:30 a.m. - 4:30 p.m. Thursday - Friday
Phone 786-6978
Buses: Sherbrook, Stafford, Academy, Osborne, Corydon.

Community Health Clinic
601 Aikins Street
See No. 11 on Map BB
Open 8:30 - 11:30 a.m. Monday to Friday
1:30 - 3:30 p.m. on Wednesday
Phone 582-6747
Buses: N. Main, Salter.

Women's Health Clinic Inc.
Room 304, 414 Graham Avenue
See No. 4 on Map BB
Open 9:00 - 12:00, 1:00 - 5:00, 6:00 - 9:00
Monday to Thursday;
9:00 - 12:00, 1:00 - 5:00 on Friday;
9:00 - 4:00 on Saturday
Phone 947-1517
Buses: Sherbrook, Stafford, Academy, Osborne, Corydon.

Community Health Clinic
385 River Avenue
See No. 5 on Map BB
Open 8:30 - 12:00, 1:00 - 4:30 Weekdays
Phone 284-2941
Buses: Crescent, Osborne, Pembina, Corydon.

Health Action Centre
425 Elgin Avenue
See No. 2 on Map BB
Open 8:30 - 5:00 Weekdays
Phone: 947-1626
Buses: William, Salter, McGregor.

NOTE: For other clinics, look in the Yellow Pages of the telephone book under Physicians and Surgeons Guide.

What Are They?

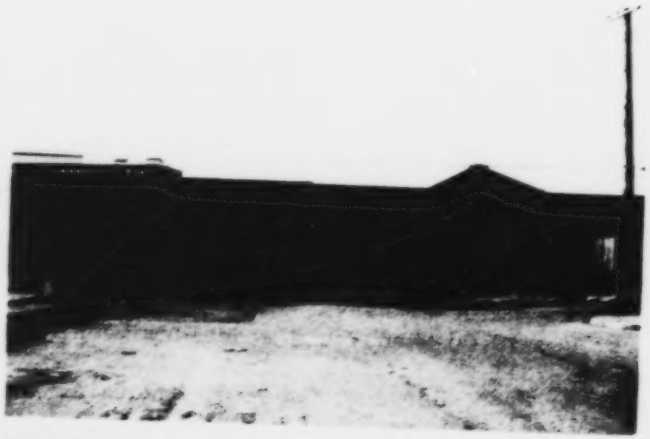
This is a word which has very many meanings in English. In this chapter it refers to any place where medical treatment is given. There are two types of clinic you may see: community clinics and private or doctors' clinics. Community Clinics are set up and run by the Manitoba and/or city governments. Community clinics serve the people who live in the area around them. A number of different services are usually available there. Doctors may choose to work in a community clinic for a few years, although some stay much longer.

Private or Doctors' Clinics are set up by two or more doctors as a way to operate their businesses better. They share the costs of the building, the secretaries and perhaps a common medical laboratory. Doctors usually stay longer in a private, or doctors' clinic as they are partners in the business.

A Special Clinic in Winnipeg

Mount Carmel Clinic
886 Main Street
See No. 2 on Map BB
Open 8:45 - 5:00 Weekdays, and
6:30 - 10:00 Monday and Wednesday evenings
Phone 582-2311
Buses: N. Main, Corydon, Osborne, Mountain, Selkirk, Watt.

Mount Carmel Clinic was begun in 1926 to give medical care to newly arrived immigrants. Since then it has grown very large. It now provides many different kinds of services: medical, dental and social. Many of these services are available in languages other than English. The people at Mount Carmel Clinic believe that all the needs of the patient and family should be met in one central place, under one roof. Here is a list of some of the different types of services available:



Mount Carmel Clinic

Medical

- There is full medical care from doctors and nurses.
- Pre-marital blood tests are available.
- Classes for parents who are going to have a baby or who have just had one are held each week.
- A pharmacy provides drugs at cost price, or less for people with little money.
- Counselling on the best foods to eat and how to budget is available.
- Immunizations and physical examinations needed for employment are available.

Dental

A complete range of services is available during clinic hours. The cost to you depends on your ability to pay.

Social

- Social Workers provide individual and group counselling.
- Family Planning is available and all women using birth control receive regular check-ups.

Doctors

In Manitoba doctors may choose to practice alone, in groups, or within a community clinic. If you do not have a family doctor, you can get regular treatment at a Community Clinic. See the box in the section called "Clinics" for the addresses. You can also get emergency treatment at any hospital.

NOTE: It is a good idea to have a family doctor. Here are some reasons why.

- You can go to him or her for regular medical check-ups.
- He or she will keep a complete record of your treatment. This is called your 'medical history'.
- This will help you get the best treatment possible.
- You can go to her or him and be sure to get treatment if you need a doctor urgently.

How to Find a Family Doctor

- Ask your friends to recommend one
- Ask for names at a Community Clinic
- Look in the yellow pages under Physicans and Surgeons, Family Medicare and General Practice.

- Go to or phone the Manitoba Medical Association at 786-7565. Ask for the names, addresses and telephone numbers of Family doctors in your area. When you phone to get your first appointment, you may be told "The Doctor is not taking any new patients". If this happens to you, ask if they will give you the name and phone number of a doctor who is taking new patients.

Making Appointments

In Manitoba you must make an appointment before you can see most doctors. To make an appointment, telephone the doctor's office. Tell the person there "I want an appointment to see Dr. _____." The person will tell you when you can come to see the doctor. You may only have to wait a few hours for your appointment or you may have to wait a week or more. If it is an emergency, say to the person there, "It's urgent" or "It's an emergency" and you may be able to see the doctor immediately.

Usually, you do not need an appointment for community clinics. However, before you go, you should telephone to see if an appointment is necessary.

NOTE: If you are going to be late or cannot go to your appointment, telephone the doctor's office or clinic and tell them. It is rude to miss an appointment without telephoning. It may be difficult to get another appointment if you do this. You may even have to pay for your missed appointment.

At the Doctor's Office

Registering

When you visit a doctor or clinic, take your Medical Card. Tell your name to the person at the desk. You may have to sit and wait a while, even though you are on time for your appointment. If this is your first visit, the receptionist or person at the desk will ask for your name, address and your Medicare number. This is the number on your card. Without this number, Medicare will not pay your doctor's fee.

Medical History

The receptionist may also ask you questions about your medical history. On the next page there is a list of common medical problems that are part of a medical history questionnaire. It is a good idea to have each word translated into your own language in the space under the word. Bring the translation with you to the office. It will help you answer the questions.

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Medical History Questionnaire

Have you ever had or received treatment for any of the following?

1. pleurisy _____
2. tuberculosis _____
3. mental or nervous disorder _____
4. trachoma _____
5. other eye trouble _____
6. nose or throat trouble _____
7. ear trouble or deafness _____
8. head injuries _____
9. back injuries _____
10. haemorrhoids _____
11. rupture _____
12. kidney/bladder trouble _____
13. venereal disease _____
14. varicose veins _____
15. skin diseases _____
16. stomach trouble _____
17. diabetes, mellitus or other glandular trouble _____
18. rheumatism or joint trouble _____
19. lung disease or chronic cough _____
20. heart disease _____
21. rheumatic fever _____
22. fainting spells _____
23. fits or seizures _____
24. intestinal parasites _____
25. tropical diseases _____
26. operations _____

Tests

When you go into the doctor's room, the doctor or nurse may want to do some tests. They may ask you to go to a washroom and urinate or pass water into a container, or they may take some blood. Sometimes the doctor may give you a piece of paper to take to another office to have these tests done there.

Everyone has these tests done, so do not be embarassed or frightened. If you ask the doctor or nurse, they will explain what will happen and what the test is.

Red River Community College

Medicines and Prescriptions

You can buy many different kinds of medicines in a drug store or pharmacy or drug mart. There are two basic kinds: Prescription Drugs and Non-Prescription Drugs.

Prescription Drugs

- They are stronger than non-prescription drugs.
- To get them you must have a prescription. This is a piece of paper signed by your doctor. Examples are penicillin, and sleeping pills.

- Take the prescription to a pharmacist in a drug store.
- When you have used all your medicine and you need more, telephone or visit your pharmacist. Give him or her your empty container. He or she must then telephone your doctor for permission to give you more medicine.
- If you are sick and cannot go out, your pharmacy may deliver your prescription at no extra charge. Ask the people at the drug store about this.

Non-Prescription Drugs

- They can be found on the shelves and counters of the drug store.
- Anyone over the age of 12 can buy them without a prescription from a doctor. Examples are aspirins, most medicines for colds, vitamins, and so on.

NOTE: In some cases you may have to ask for certain non-prescription drugs which contain codeine. They are behind the counter. Ask the pharmacist.

If You Are Taking Drugs-Remember

- IF YOU DON'T WANT TO TAKE THE MEDICINE PRESCRIBED BY YOUR DOCTOR, TELL HIM OR HER YOUR DOCTOR WILL WANT TO KNOW THAT.
- IF YOU DON'T KNOW WHICH NON-PRESCRIPTION DRUG IS BEST FOR YOUR PROBLEM, ASK THE PHARMACIST. Use an interpreter if necessary. The Pharmacist will be glad to help.
- READ THE LABEL AND INSTRUCTIONS ON THE OUTSIDE OF ALL MEDICINE. Again, get someone to translate it for you if necessary.
- NEVER USE MORE MEDICINE THAN THE LABEL SAYS.
- NEVER TAKE THE MEDICINE MORE OFTEN THAN THE LABEL SAYS.
- SOME DRUGS HAVE SIDE EFFECTS. This means that a drug may cure your problem, but also

give you a new one. For example, MANY DRUGS MAY MAKE YOU SLEEPY. Don't drive your car or use machinery after you take these. It could be very dangerous. Some other side effects are headaches, red spots on your skin and so on.

IF YOU GET SIDE EFFECTS LIKE THIS FROM A DRUG YOU ARE TAKING OR IF THE DRUG DOESN'T HELP YOU, CALL YOUR DOCTOR AS SOON AS POSSIBLE.

- With certain drugs, called anti-biotics, it is important to take all the medicine your doctor gives you. That is, even if you are feeling better, you should use all the drugs in your prescription. Ask your doctor about this when you get your prescription.
- IF YOU HAVE FINISHED WITH YOUR PRESCRIPTION AND STILL HAVE DRUGS LEFT, FLUSH THEM DOWN THE TOILET. It is unwise to have powerful drugs/medicine in your home when not needed. You cannot return extra pills or medicine to the pharmacy even though they cost a lot.
- NEVER GIVE DRUGS FROM YOUR PRESCRIPTION TO SOMEONE ELSE. NEVER TAKE SOMEONE ELSE'S PRESCRIPTION DRUGS. Even if two people have the same problem, they may not be able to take the same medicine. Only a doctor knows what to prescribe. Let the doctor do it.
- ALWAYS KEEP DRUGS AND MEDICINES IN A SAFE PLACE WHERE CHILDREN CANNOT GET THEM. A place with a lock is best. Many containers for medicines and drugs have "child-proof" caps. Caps children will find difficult to open. These caps do not stop children. Put them away safely. Every year many children make themselves very sick or die because they have taken drugs which they found in their homes.

For more information see the section called "Poison".

- DON'T TAKE MORE THAN ONE KIND OF MEDICINE AT ONE TIME UNLESS YOUR DOCTOR TELLS YOU IT IS ALRIGHT. This includes non-prescription drugs and traditional medicines from your home country.

Pharmacare or Help in Paying for Medicine

Pharmacare
599 Empress Street
See No. 1 on Map BB
Open 8:30 - 4:30 Weekdays
Phone 786-7141
Buses: Portage-Polo Park, William-Polo Park, Ness, Grant-King Edward, Charleswood, Kenaston, Waverley, E. Kildonan.

Pharmacare is a government programme to help you pay for prescription drugs. Everytime you buy prescription drugs the pharmacist will give you a Pharmacare receipt. This is a piece of paper to show how much you have paid. Keep all these receipts in one safe place where you can find them at the end of the year.

- If you are under 65 years old AND you or your family have paid over $75.00 in a year (January 1 - December 31) for these drugs, PHARMACARE will pay 80% of the price for all prescription drugs over $75.00.
- If you are 65 years old or over, PHARMACARE will pay 80% of the cost over $50.00.

Example: If you are under 65 and you and your family spent $375.00 on prescription drugs PHARMACARE will pay for:

$375.00
-75.00
$300.00 (Pharmacare will pay
x 80% 80% of this).
Pharmacare pays..$240.00
You pay.....$135.00

- To get the money from PHARMACARE, you must get a Pharmacare claim form from any drug store.
- You must fill in the claim form, give your Medicare number, and include all Pharmacare receipts. These must be original receipts, not copies.
- The claim for money must be sent to PHARMACARE before April 30th of the year after you bought the prescription drugs. For example:
  - Collect all the Pharmacare receipts for January to December 1984.

- Send them to Pharmacare before April 30th, 1985.
- Pharmacare will send you a cheque.

NOTE: Mount Carmel Clinic has a pharmacy. The charges for medicine there are not the same for everyone. People who have a low income pay less.

Hospitals

If you have to go to a hospital, you will probably be a little frightened or worried in such a strange place. Don't be afraid to ask about what is going to happen to you in the hospital. If you don't ask, the doctor or nurse may not know that you are worried. Ask for an interpreter if you do not understand English or French. It is very important that you know what is happening.

HOSPITALS

Winnipeg

Concordia General Hospital
1095 Concordia Avenue
See No. (H2) on Map BB
Phone 667-1560
Buses: Grey, N. Kildonan.

Grace General Hospital
300 Booth Drive
See No. (H3) on Map BB
Phone 837-8311
Buses: Portage Express, St. Charles Express, Westwood Express.

Health Sciences Centre
700 William Avenue
See No. (H1) on Map BB
Phone 787-3661
Buses: Sherbrook, William, Notre Dame, Logan.

Children's Hospital
685 Bannatyne Avenue
See No. (H1) on Map BB
Phone 787-2595
Buses: Sherbrook, William, Notre Dame, Logan.

Misericordia General Hospital
99 Cornish Avenue
See No. H4 on Map BB
Phone 774-6581
Buses: Academy, Stafford, Wolseley.

St. Boniface General Hospital
409 Tache Avenue
See No. H5 on Map BB
Phone 233-8563
Buses: Aulneau, Tache, Provencher, Marion.

Victoria General Hospital
2340 Pembina Highway
See No. H6 on Map BB
Phone 269-3570
Buses: King's Park, Pulberry, Dalhousie.

Seven Oaks General Hospital
2300 McPhillips Street
See No. H7 on Map BB
Phone 632-3289
Buses: N. Main-Garden City, Arlington-Garden City, McGregor-Garden City, McPhillips Express, Jefferson

Deer Lodge Hospital
2109 Portage Avenue
See No. H8 on Map BB
Phone 837-1301
Buses: Portage Express, St. Charles Express, Westwood Express.

Brandon

Brandon General Hospital
150 McTavish Avenue East
See No. [illegible] on Map C
Phone 728-3321

Consent Forms

Sometimes you will have to sign a paper before you or someone in your family can be treated in a hospital. This paper is called a consent form. When you sign it, you are saying that you understand what is going to happen and agree to the treatment. IF YOU DON'T UNDERSTAND, DON'T SIGN THE FORM. Ask for an explanation first.

Food

If you stay in the hospital for some time, you may have to eat special food only. Do not eat or take any food or medicine that visitors bring you.

Parents and Children

If your child is in the hospital for an operation or treatment, you can stay with him or her overnight if you want. Ask the nurse for a cot (bed) or easy chair to use while you are staying with your child.

Visiting

Family and friends can visit you in the hospital. They must visit only at certain times and you can usually only have a small number of visitors. Ask the hospital staff about visiting rules.

How to Make an Emergency Phone Call

in Winnipeg and Brandon

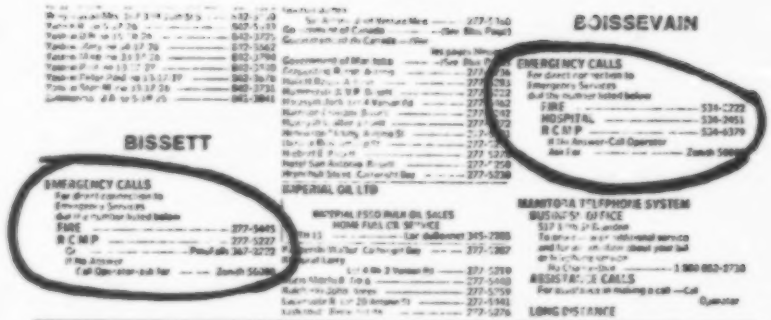
FIRE
POLICE
AMBULANCE
911
POISON - 911 WINNIPEG
728-3321 BRANDON GENERAL HOSPITAL

WRITE THESE DOWN BESIDE YOUR PHONE

Outside Winnipeg and Brandon

The emergency phone numbers are different in each city, town or community. These numbers are in the phone book at the top of the listing for the community.
Below is an example of how two Manitoba communities are listed in the phone book.

- Find your community listing in the phone book.
- Write down the numbers beside your phone.



What to Say

1. Say what the emergency is:
   "I want an ambulance."
   OR
   "I want to report a fire".
   OR
   "I want a police car to come."
   OR
   "I want to report an accident."

2. Say where the emergency is:
   "Come to (number, name) Street."
   OR
   "Come to the corner of (name) Street and (name) Street."

3. Give your name and address:
   "My name is _____. I live at _____."

Emergencies

If you need medical help quickly, you can go to a hospital at any time of the day or night. The emergency department is always easy to find (See the picture). It is usually a very busy place. People who do not need immediate treatment usually have to wait a long time before they see a doctor. If this happens to you, remember that the people ahead of you may need emergency treatment even more than you do.

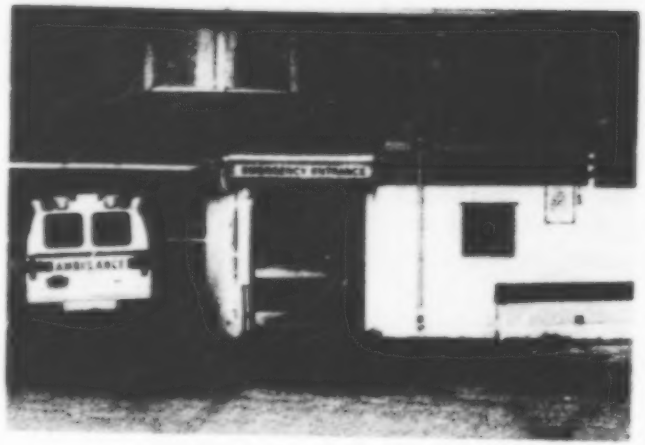
NOTE: Do not use the emergency department as a regular replacement for your family doctor. Go there only in the case of a true emergency.

Ambulances

- An ambulance is a special car or truck that will come and take people to a hospital as fast as possible. The ambulance attendants are the people who come with the ambulance. They are not doctors, but they do have some emergency medical training.
- Ambulance service is not free. It costs $60.00 and it is not covered by Medicare. If you use an ambulance, you will receive a bill for the service after the emergency. If you have extended health care insurance, you can give the bill to Blue Cross (See that section earlier in this chapter). If you were in a car accident, you can take the bill to Autopac along with:
- the licence plate number of the car you were in

OR

- the licence plate number of the car that hit you. Autopac will pay the full amount.



Poisonings

Winnipeg Poison Control Centre
678 William Avenue
See No. (H) on Map BB
Open 24 hours a day, 7 days a week
Phone 787-2591, or "911"
Buses: Sherbrook, William, Notre Dame.

Every year, people are poisoned from eating or swallowing common things found in many homes. Some things which can poison people are:

- food that has gone bad
- medicine
- paint
- cleaning liquids
- plants
- insect spray
- tobacco

Many poisonous things have these pictures on them, but many do not.

Poison

Corrosive

If you think you or someone else has been poisoned:

- Find out what the poisonous thing was. Get the box or bottle it was in if possible.
- Phone or go to the nearest hospital.
- If in Winnipeg, phone or go to the poison control centre. (See the box above).

For more information on poisoning and how to avoid some emergencies, see the chapter A PLACE TO LIVE.

Public Health Services

All Manitoba towns and cities have public health departments or public health offices. Some public health offices have health booklets in different languages. If you need help, you can call a public health nurse. The nurse will visit you and try to show or tell you what to do about your health problem.

In Manitoba public health nurses visit all newborn babies at their homes a few days after the babies come home from the hospital. These visits are to make sure that the mother and baby are doing well and to help the mother with any questions or problems she may have.

The nurses also visit the schools where they check sight and hearing and give immunization or shots to students.

Child Care Clinics

CHILD CARE CLINICS

Winnipeg

Community Health Clinic
385 River Avenue
See No. [redacted] on Map BB
Open 8:30 - 12:00, 1:00 - 4:30 Weekdays
Phone 284-2941
Buses: Crescent, Osborne, Pembina, Corydon.

Sparling United Church
1609 Elgin Avenue
See No. [redacted] on Map BB
Open 8:00 - 5:00 Weekdays
Phone 774-2218
Buses: Notre Dame, Logan.

Community Health Clinic
601 Aikins Street
See No. [redacted] on Map BB
Open 1:30 - 3:30 Weekdays
Phone 582-6747
Buses: N. Main, Salter.

Brandon

Provincial Building
Health Unit
340 9th Street
See No. [redacted] on Map C
Open 8:30 - 4:30 Weekdays
Phone 728-7000

Thompson

Thompson General Hospital
Basement Floor
871 Thompson Drive
Phone 778-7371

NOTE: It is a good idea to phone and make an appointment before you go there.

Public Health Departments have pediatric or child care clinics. You can take babies and children under six years old to these clinics. The people there will check to make sure your child is healthy. They will also tell you what to do if he or she is sick.

For more information about public health in your area, contact your local public health office, school or community centre. If you live outside Winnipeg, Brandon or Thompson, see the section on "Public Health" in the Chapter called LIVING IN RURAL MANITOBA.

NOTE: Mount Carmel Clinic also has a number of child care services.

Immunization or Shots

Immunizations and vaccines are special medicines to keep you safe from serious diseases like poliomyelitis and diphtheria. All babies start to get "shots" and vaccines from the doctor when they are 2 - 3 months old. If your baby hasn't had this done, you should go to your family doctor or child care clinic and have it done. Children and adults also need to be immunized. Children can get immunized in doctors' offices or at their schools. The schools will tell you when these immunizations are to be given. You will be asked to sign a paper to give permission for this.

You may need to get immunizations if you travel outside Canada.

For more information about immunizations, contact your doctor, Community Clinic or Child Care Clinic. See the sections of this Chapter on "Clinics" and "Child Care Clinics".

Family Planning or Birth Control

For information on this subject see the section in the Chapter called FAMILIES.

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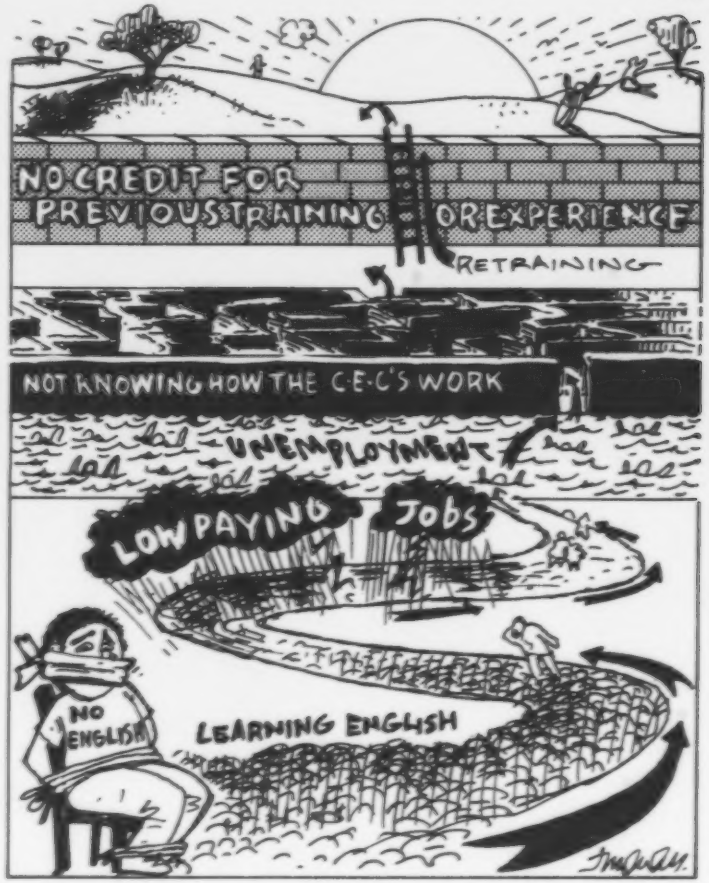
Working in Manitoba

What You Can Expect as a Newcomer

For most newcomers, finding a job is very important. It is true, unfortunately, that many newcomers at first have had to take jobs which did not meet their hopes. You too, may have some ideas about the kind of work you want to do. However, your first job may not be the kind you are trained for. Also, it may pay much less than you had expected. It is important to understand that you can improve your situation in the future, if not immediately. You will have to learn how the Canadian job market works, how you can fit into it, where you can get credit for your past experience, and where you can go for training if that is what you need. All of this will take lots of time, effort and patience and you should not give up easily.



What the Government Will Do to Help You

In some countries people never have to look for a job. Their government tells them where they will work and gives them a position. In other countries, governments do little or nothing to help people find work. The people must find jobs on their own. In Canada, the governments will help people to look for work. They may even provide training if that is what is needed. However, there is never a government guarantee of jobs for everyone. You may receive help in looking for a place to work but the final responsibility for finding a job is yours.

Looking For a Job is a Job in Itself

Job hunting takes time. You will probably work 40 hours a week for an employer. You should work just as hard for yourself when looking for a job. Sit down and plan what you want to do before you begin. If you don't plan, you may make mistakes which cost you time, money and loss of confidence in yourself.

What You Should Do

- First, get a Social Insurance Number, or S.I.N. if you don't already have one. You can learn how to do this by reading the following section in this chapter.
- Second, read the sections in this chapter called: "Know Yourself", "Know the Job Market", and "Getting a Job".
- Third, answer the questions in these sections, prepare a resume and begin your job hunting.

Getting Your Social Insurance Number (S.I.N.)

You must have a Social Insurance Number before you can work in Canada. You apply for your number, or S.I.N., at a Canada Employment Centre. For the address of the one nearest you, see the box in the Section called "Canada Employment Centres" later in this chapter.

NOTE: The Job Information Centre at 393 Portage Avenue in Winnipeg does not take applications for S.I.N.

When you go, bring these papers with you.

(A) If you are a permanent resident, bring your Canadian Immigration Record (form IMM 1000) which you got at the airport or port of entry.

(B) If you are not a permanent resident, bring one of these:

- Your visitor record (IMM 1097)
- Employment Authorization (IMM 1102)
- Permit to come into or stay in Canada (IMM 1263)
- Extension of permit (IMM 1264)
- Foreign birth certificate which must be translated into English or French
- Student Authorization (IMM 1208)

You will be asked to fill in an application form. If you want to start working immediately, ask for a receipt or paper which shows you have applied for an S.I.N. You can use this receipt until your card arrives in the mail 3 to 4 weeks later.

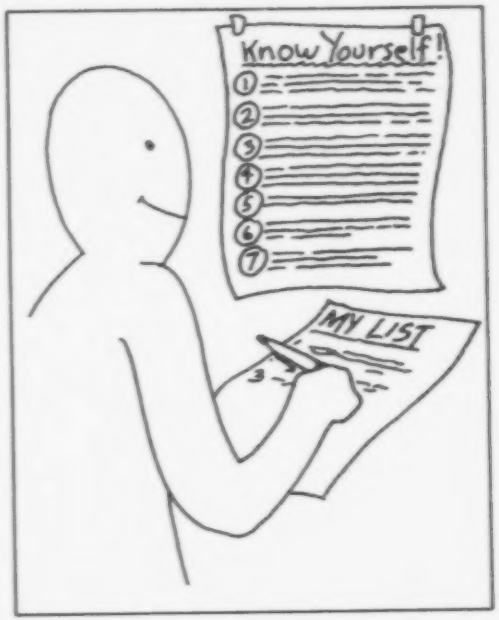
NOTE: If your S.I.N. begins with a "9" you may not be allowed to work in Canada. Ask about this at the Canada Employment Centre.

Know Yourself

Before you start looking for work, you should decide what you are looking for. Ask yourself the following seven questions. Keep in mind that your answer must include all educational experience, and all work that you have done including work for your family and friends, paid and unpaid, in Canada and in your home country. Be honest with yourself in answering these questions. Write your answers down on paper. It will help you think it through. It will also give you a record of your own thoughts. This will help in writing your resume. For more information on this see the Section called "Getting a Job - Your Resume".

1. What kind of work have I done successfully?
2. What kind have I done for which I was praised or congratulated?
3. What jobs have I had?
4. What kinds of machines or tools am I able to use?
5. What are the things I really like to do?
6. What are the things I don't like to do?
7. What kind of job do I want now and what kind do I want in five or ten years' time?

NOTE: If you are only thinking about now, read the sections called "Know the Job Market", and "Getting a Job". If you are thinking about the long term future, you should also read the sections called "Career Counselling" and "Training".



Know the Job Market

At most times, about 4% of all jobs are open. That means that in a city the size of Winnipeg, there may be up to eight or ten thousand jobs available on any working day. How do you find them? There are a number of places you can look and these are listed below. However, before starting, you should be aware of the Hidden Job Market.

The Hidden Job Market

Some people say that 80% of all available jobs are hidden or not made public. This is because it is often easier, quicker and cheaper for an employer not to advertise. Instead, he or she will fill an opening by:

- asking employees if they know someone suitable who is looking for work
- reviewing old application forms and phoning those people to see if they are interested
- hiring a walk-in. This is someone who happens to walk in the door at the right time looking for work

Information to Take With You

If you are filling out forms, or job applications you will need the following information. It's a good idea if you write it all down and take it with you whenever you go out looking for a job. It should, of course, be in English.

Personal Information
- name
- address and postal code
- telephone number
- birthdate
- S.I.N.

Education
- names of schools
- courses taken
- diplomas
- certificates

Work History
- names and addresses of employers
- dates of employment
- responsibilities
- positions or titles

References
- names
- addresses
- telephone numbers

Where to Look For Jobs

Here is a list of places to look for information on job openings. More information on each one is given below.

- Canada Employment Centres or C.E.C.'s
- Special CEC Offices and Services
- Employment and Youth Services
- The Newspaper: Want Ads or Classified Ads
- Signs on Buildings
- Private Employment Agencies
- Cable Television
- Union Hiring Halls
- The Yellow Pages of the Phone Book

Canada Employment Centres or C.E.C.'s

WINNIPEG

Centre
344 Edmonton Street
See No. 1 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 949-5363
Buses: Aulneau, Wolseley

St. Boniface
170 Marion Street
See No. 2 on Map B
Open 8:30 - 4:30 Weekdays
Phone 949-2510
Buses: Marion, Tache, Wolseley, Provencher.

North
1841 Main Street
See No. 3 on Map B
Open 8:30 - 4:30 Weekdays
Phone 949-2262
Buses: N. Main, Corydon.

East
220 Hespeler Avenue
See No. 4 on Map B
Open 8:30 - 4:30 Weekdays
Phone 949-5392
Buses: Portage Polo Park, E. Kildonan, Watt St.

South
1048 Pembina Highway
See No. 5 on Map B
Open 8:30 - 4:30 Weekdays
Phone 284-3687
Buses: Pembina Hwy., King's Park

West
1822 Portage Avenue
See No. 6 on Map B
Open 8:30 - 4:30 Weekdays
Phone 949-5301
Buses: St. Charles Express, Westwood Express, Crestview Express.

WINNIPEG

Red River Community College
Room C211, 2055 Notre Dame Avenue
See No. 11 on Map B
Open 8:00 - 4:30 Weekdays
Phone 949-2264
Buses: Logan-Notre Dame, Grant.

University of Manitoba
Room 139, University Centre Building
See No. 12 on Map B
Open 8:00 - 4:30 Weekdays
Phone 949-4491
Buses: Pembina Hwy., Waverley, King's Park.

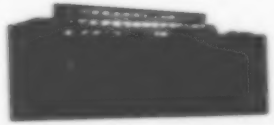
University of Winnipeg
4th Floor Centennial Hall, 515 Portage Avenue
See No. 13 on Map A
Open 8:00 - 4:30 Weekdays
Phone 949-5383
Buses: Any bus going downtown near The Bay.

BRANDON

Federal Building
153 11th Street
See No. 14 on Map C
Open 8:00 - 4:30 Weekdays
Phone 727-0583

Brandon University
270 18th Street
See No. 15 on Map C
Open 9:00 - 4:30 Wednesday and Friday
Phone 727-0583 and ask for extension 242

Assiniboine Community College
Room 412, 1430 Victoria Avenue East
See No. 16 on Map C
Open 9:00 - 4:30 Monday, Tuesday and Thursday
Phone 727-0583 or 725-4530



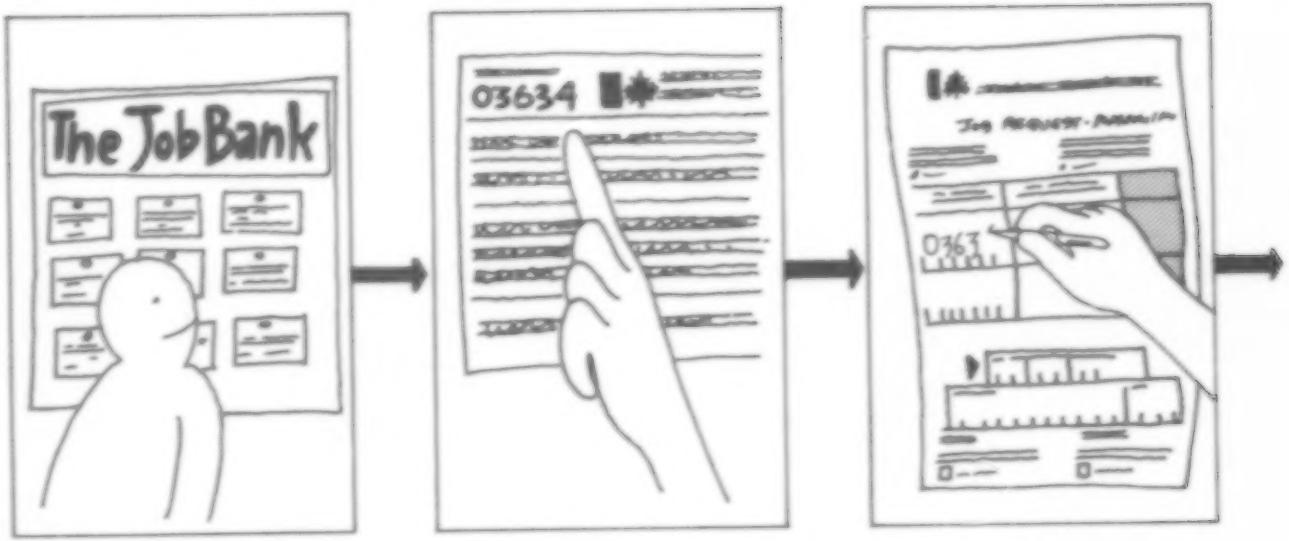
Some people call C.E.C.'s by their old name, Manpower Offices. Whatever the name, they are probably the most important places to know about if you are looking for work. They are run by the Government of Canada and the services they provide are free. These services include:

- lists of available jobs both locally and in other parts of Manitoba and Canada
- interviews with a CEC counsellor to see if you are qualified for the job opening you are interested in
- referrals to the employer (that is a chance to talk to the employer yourself)
- advice or counselling on the job market
- information on training courses, including language training
- help looking for work in other parts of Canada

If You Need to Learn English to Get a Job

Read the section called "What Kind of Classes Can You Get?" in the chapter called EDUCATION. It explains what is available and what you should do at a CEC. It also tells you what other possibilities there are for learning English.

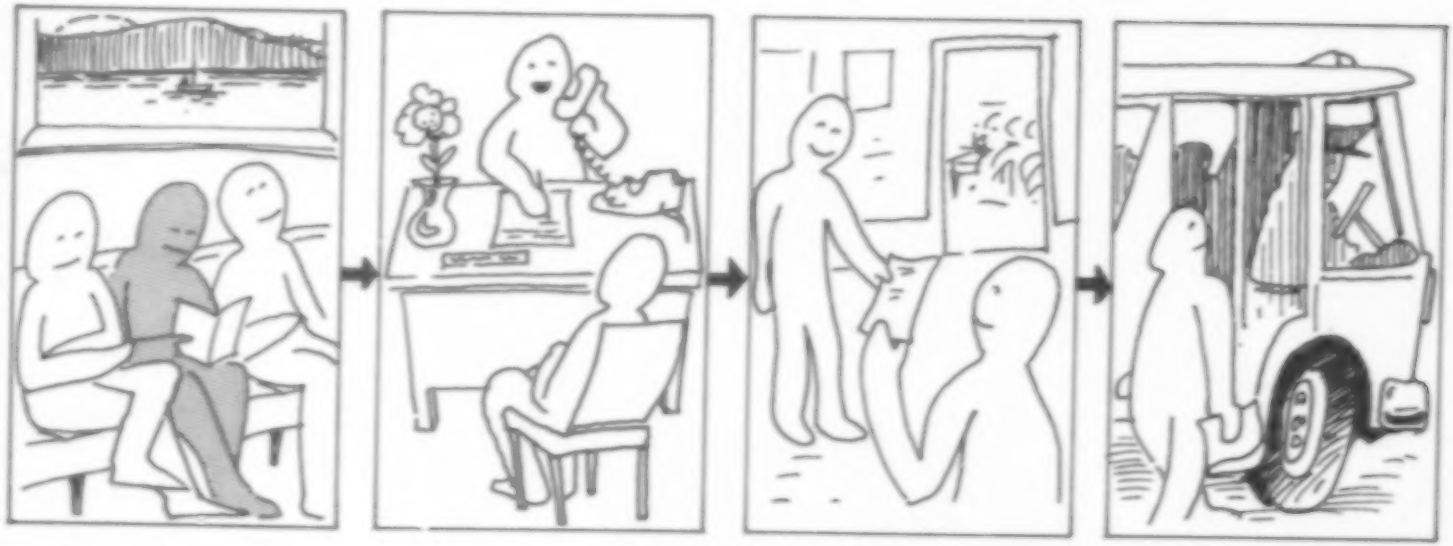
IF You Go to a C.E.C. to Find a Job



1
Go to the Job Bank.
Read the cards carefully.
Do you have what is needed?
Is the job part-time or full-time?

2
When you find one you want, look for the order number in the upper left corner.

3
Fill out a job request, putting in the order number and other information.



4
Go and talk to a counsellor.
You may have to wait in line.

5
The counsellor will check to see if: you are right for the job and the job is still open.

6
If the answers are "yes" you will get a referral which is a chance to talk to the employer.
This is not a guarantee of a job.

7
You go to talk to the employer.

Special C.E.C. Offices and Services

Job Information Centre or J.I.C.

Job Information Centre
393 Portage Avenue
See No. 11 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 949-6080
Buses: Any bus going downtown near The Bay.

This is a very special C.E.C. in Winnipeg. Like other C.E.C.'s it has a job bank and counsellors. But unlike other C.E.C.'s it has a library. You can go in, look around and stay as long as necessary to find out what you need to know.

- There is print material on *occupations *employers *resumes *job interviews *university and community college calendars from across Canada
- There is video taped material on over 7,000 occupations. If you are interested, ask to use the Reed Career Service
- The Creative Job Search Techniques sessions are given here Monday evenings and Tuesday mornings. These will help you understand the labour market, judge your own abilities, prepare a resume and get ready for job interviews with a positive attitude. Seven out of ten people who take these sessions find jobs quite quickly.

NOTE: This may be a good C.E.C. for many newcomers in Winnipeg to start at. If the people at the J.I.C. cannot help you it will be because you have special needs. In this case, they will refer you to the C.E.C. nearest your home.

Immigrant Counselling and Placement Unit

Immigrant Counselling and PLacement Unit
Main Floor, 320 Donald Street
Near No. 1 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 949-6578
Buses: Any bus going downtown near Eaton's.

This is a section of the C.E.C. at 344 Edmonton Street in Winnipeg. The counsellors there have the job of helping refugees and designated class newcomers who have no private sponsors. Help is given in a large number of languages which include Chinese, French, German, Polish, Vietnamese and Russian. Many types of help are given from first arrival at the airport through finding a place to live, providing language training if needed and finding the first job.

NOTE: After the first job has been found, refugees and designated class people will normally go to a regular C.E.C. office for further service.

Women's Employment Counselling Service (W.E.C.S.)

Room 503, 352 Donald Street
See No. 1 on Map AA
Open 9:00 - 5:00 Weekdays
Phone 943-0473
Buses: Any bus going downtown near Eaton's.

This is a special type of service paid for by C.E.C. It is to help women who are looking for a job. The people at W.E.C.S. will try to solve problems such as day care so that a woman can start work. They will also help women prepare resumes.
If you are a woman, you can join one of their small groups. You will get advice and support from other women. There are people at the Centre who speak Spanish, Portuguese, French, Vietnamese, Lao and Chinese.

NOTE: There is no job bank at W.E.C.S. but the people there are sometimes able to refer women to jobs they know are open.

Professional and Executive Placement Service

Professional and Executive Placement Service
Room 400, 209 Notre Dame Avenue
See No. 1 on Map AA
Open 8:00 - 4:30 Weekdays
Phone 949-6279
Buses: Any bus going downtown near Eaton's.

If you are a professional person, for example, an engineer, accountant, doctor or teacher, the counsellors at the Professional and Executive Placement Service of the CEC will assess your professional papers and experience. They may also choose to send your papers to the correct professional organization. They can give you advice on where to go to get credit for your professional training and experience, explain the qualifying standards and attempt to find a job for you. This is probably the best place to find which professional organization is responsible for your work in Canada.

Canada Employment Centres For Students

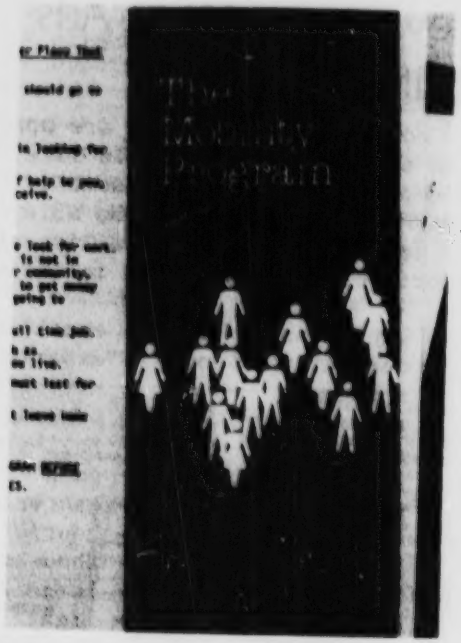
These are also called Hire-a-Student Centres. Each spring in early May special offices are opened to help students find summer jobs and to assist employers fill summer job vacancies. The offices close at the end of August. There are 10 centres in Manitoba.

Ask at a regular C.E.C. to find out where the Hire-a-Student Centre is located this year.

The Mobility Program

If you can't find a suitable job near where you live, you should go to your local CEC and:

- register for work if you have not already done so;
- ask a CEC Counsellor about The Mobility Program (Help in looking for or moving to a job in another place);
- if the counsellor thinks The Mobility Program can be of help to you, he or she will decide which type of help you should receive.



The Five Different Kinds Of Help

1. Money to help pay for you to travel to another area to look for work. To be given this money, you must have some skill which is not in demand where you live but which is needed in the other community, and which your local CEC has listed.
2. Money to move yourself and your family to take up a full-time job.
3. Money to help pay for travel for special services such as counselling or testing which is not available where you live.
4. Money to help pay for travel to a temporary job. This job must last for at least six weeks.
5. Money to help pay some of the travel costs if you must leave home to attend a Canada Manpower Training Program course.

REMEMBER: YOU MUST APPLY FOR HELP UNDER THE MOBILITY PROGRAM BEFORE YOU SPEND ANY MONEY ON TRAVEL OR MOVING EXPENSES.

Other Places to Look

Employment and Youth Services

Employment and Youth Services
Room 1009, Norquay Building
401 York Avenue
See No. [redacted] on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3556
Buses: Any bus going downtown near The Bay.

This is a service to help students find temporary summer jobs in the Manitoba Government. Special help is given to students who are physically disabled.

Between mid-October and mid-December, people from this office visit colleges and universities. Students can apply for work at that time for the following summer. After December, application forms must be filled out at Room 1009, 401 York Avenue, the Norquay Building.
Students are phoned when a suitable job opportunity is available. If you have not heard from the office within 2 to 3 weeks after the end of school, you should phone and ask about your application.
Employment and Youth Services has other programs to help students find jobs both part-time and full-time.

NOTE: To be accepted

- Students who are landed immigrants must have lived in Manitoba for 12 months
- Visa Students must get permission to work from a Canada Immigration Centre. For more information on this, see the chapter called IMMIGRATION AND CITIZENSHIP.

The Newspaper: Want Ads or Classified Ads

These are notices of jobs which are open. If you see an ad for a job you would like, contact the employer as soon as possible. If you get the morning paper you will be able to apply early in the day. Here is a list of some common short forms you will see in these ads:

accnt.	- accountant	exc.	- excellent
accntg.	- accounting	exp.	- experience
apt.	- apartment	ext.	- extension
appt.	- appointment	fig.	- figures
asst.	- assistant	F/T	- full-time
avail.	- available	gd.	- good
ben.	- benefits	gen.	- general
betw.	- between	hr/s	- hour/s
bkkpr.	- bookkeeper	K.	- thousand
bldg.	- building	lge.	- large
co.	- company	lt.	- light
cond.	- conditions	mach.	- machine
dept.	- department	m/f	- male or female
dwntwn.	- downtown	mfg.	- manufacturing
elec.	- electrician/ electronics	mgr.	- manager
equip.	- equipment	min.	- minimum
evg/s	- evenings	M-F	- Monday to Friday

mo.	- month	secty.	- secretary
off.	- office	sev.	- several
oppor/ oppty	- opportunity	s/h	- shorthand
P/T	- part time	serv.	- service
perm.	- permanent	temp.	- temporary
pos'n.	- position	trans.	- transportation
pref.	- preferred	vac.	- vacation
prev.	- previous	wk.	- week
qual.	- qualified	w/	- with
req.	- required	wpm	- words per minute
sal.	- salary	yr/s	- year/s

ENGINEER SAL OPEN
Our client is seeking a hands on type indiv. to handle all aspects of garment mfg. plant. Exc. co. to work for.

ORDER DESK-INSIDE SALES. 14,000
Super opport. for person with 1 yr. B.A. or RRCC to train in sales. Phone orders, price quotes. Pleasant personality & capable of some heavy lifting.

COMMERCIAL LOANS OFFICERS Sal open
Sev. pos'n avail. with top notch co. Must have sev. yrs. comm. lending exp.

ASSIST MGR. 30,000+
Large financial inst. has opening for person with extensive commercial & corp. lending exp. Degree helpful. Exc. career oppor.

GARBONZO'S PIZZA
REQUIRES
MANAGEMENT TRAINEES
Applicants should have previous restaurant experience, preferably at the management level. Excellent opportunity to grow with a young, aggressive company & share in the rewards of future expansion. Ph. [redacted] or apply in person to Mr. Content, 488 Smith (at York Ave.).

CLEANING PERSONNEL
Company located in Transcona/Springfield area req. a couple to clean offices Mon.-Thurs. & Sat. Cleaning to be done after 6:30 p.m. during week & after 1 p.m. Sat. All equip. supplied. Prev. exper. an asset. Hourly wage $5.50. Approx. 185 combined hrs. of cleaning per mo. is req. Please reply giving prev. work exp. Box 1249 Free Press

K—MART
REQUIRED IMMED. PART-TIME CLERK FOR CAMERAS &

Example of Want Ads

Signs on Buildings

You will sometimes see a 'Help Wanted' sign in the window of a building or inside a restaurant. Ask to see the employer or manager. If you can't see the person right away, ask for an appointment. It is not considered rude to show that you are serious about getting a job.

Private Employment Agencies

Private employment agencies bring together employers who have job openings and persons who need jobs. The employer pays for this service. It is illegal to charge the person who is looking for a job. You will find the address and phone number of these agencies in the yellow pages of the phone book under Employment Agencies.

Cable Television

In Winnipeg the job orders posted at the C.E.C. job banks can also be seen on cable television. The information is changed once a day Monday to Friday.

If you live West of the Red River see:
Channel 9 Videon
Monday to Friday 10:00 a.m. to 10:45 a.m.
7:30 p.m. to 8:15 p.m.

If you live East of the Red River see:
Channel 7 Cablevision
Monday to Sunday 24 hours a day.

Unions: Hiring Halls

Some unions have Trade Halls for their union members. A Trade Hall is a place where union members and others can go to look for work. Look for the address and phone number of the union for your type of work in the yellow pages of the phone book under Labour Organizations. Ask if they have a Trade Hall. If there is work, you may be able to join the union and get a job.

Example taken from the Yellow Pages.

Labour Organizations

Airline Lodge 714 IAM & AW
205-2020SargentStJas 774-6814
AMALGAMATED CLOTHING & TEXTILE WORKERS UNION LOCAL 459
505-138PortageE 942-7454
Amalgamated Meat Cutters and Butcher Workmen of North America .....(See United Food & Commercial Workers International Union)
Amalgamated Transit Union 570Portage 786-3349
Bakery & Confectionery Workers International Union of America Local 389
1080Wall 775-1254
Bricklayers' & Masons' Union
108-1080Wall 775-061P

BROTHERHOOD OF MAINTENANCE OF WAY EMPLOYEES 115Donald
F L Stoppler res .....
H J Flick res .....
A F Currie res .....
Brotherhood of Railroad Signalmen
207-3081NessAsnbois 83
CANADIAN ASSOCIATION OF INDUSTRIAL MECHANICAL & ALLIED WORKERS
240-1625Dublin 775-1
Canadian Commercial Workers Industry Pension Plan—Calgary Alta
From Telephones in Winnipeg
No Charge to Calling Party
Ask Operator for ..... Zenith 0616
Canadian Food & Allied Workers (See United Food & Commercial Workers International Union)

CANADIAN LABOUR CONGRESS
107-570Portage 783-1109
CANADIAN PAPERWORKERS UNION LOCAL 830 26-OspreyStBon 257-5411
Canadian Union of Postal Workers
200-239Garry 942-6323
Staff Representative 943-1644
Canadian Union of Public Employees CLC
570Portage 786-8786
Canadian Union of Public Employees CLC Local 110 413Monreith 586-5254
Canadian Union of Public Employees Local 500 500Portage 775-2595
Canadian Union of Public Employees Local 1550
1-805Sherbrook 775-2032
CARPENTERS LOCAL UNION 343
200-1080Wall 786-7411
Carpentry Trade Improvement Trust Fund
508-228NotreDame 942-8330
CARPET & LINO TILE LAYERS LOCAL 1933
205-537Ellice 775-1034
CEMENT FINISHERS LOCAL 334
246Toronto 772-4642
Construction & General Labourers Local 1157
404-504Main 943-7960
Construction Labourers Local 101
100-1080Wall 775-0633
GLASS WORKERS UNION LOCAL 1554
205-537Ellice 775-1034
GRAPHIC ARTS INTERNATIONAL UNION
205-570Portage 706-2639
Local 516 786-2630
1290Velour 772-9103
Hotel & Restaurant Employees' & Bartenders Union 153McGregor 586-9671

Yellow Pages of the Phone Book

Job openings are often not listed in the newspapers or at CEC's. If you have a special skill, you can find companies who may have jobs open in your area.

- Look in the yellow pages of your phone book. (In Winnipeg this is a separate book. In other parts of Manitoba, it is at the back of the telephone book).
- Turn to the pages related to your skill. For example, if you have repaired cars, find the section Automobile Repairing and Service. There you will find a list of the names, addresses and phone numbers of most companies doing this kind of work.
- Make a list of the companies nearest your home first. Use the "walk-in" method. Go to each company and ask to see the manager. Tell him or her who you are, and what your occupation is. Ask if there is a job opening. If there isn't one at that time, ask if you can fill out an application or at least leave your name and phone number. This is not considered rude.

Automobile Repairing & Svce 187

—(Cont'd)

A & G Automotive Services
630GolspieEKld 667-6436

A-OK AUTO SERV
SPECIALIZING IN EXHAUST SYSTEM
BRAKES AND TUNE-UPS
459StMarysStVtl 233-1779

ALLAN MOTOR CAR CO THE
290Jarvis 586-8127
(See Advertisement This Classification)

Allan's Alignment & Frame Service Ltd
1061Henry 783-4278

Automatic Transmission Clinic (Winnipeg) Ltd
780Portage 786-6663

B & L Mobile Brake Service Ltd
1963HendersonEKld 589-6346

Beetle Car Clinic 421StMarysStVtl 247-5394
(See Advertisement This Classification)

BEETLE CAR CLINIC

A COMPLETE SERVICE FOR:
GERMAN • JAPANESE
• VOLKSWAGEN • AUDI • RABBIT
• DASHER • SCIRROCO • HONDA
• TOYOTA • DATSUN

ENGINES • TRANSMISSIONS • BRAKES
TUNE-UPS GAS HEATERS

247-5394

421 ST. MARY'S ROAD. ST. VITAL

Getting a Job

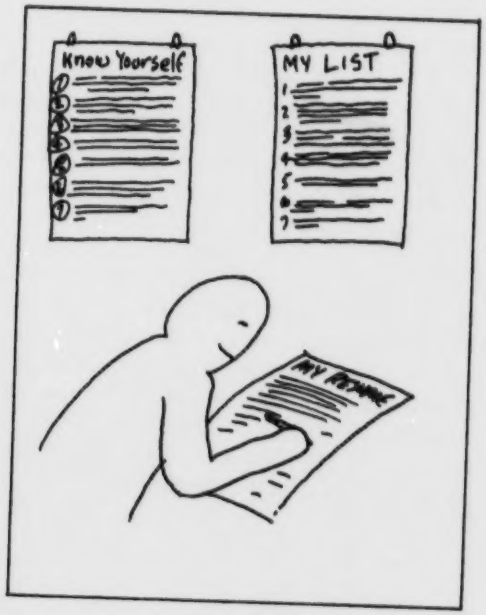
Your Resume

A resume is a list of information about yourself. It is your introduction to your employer, so you should include everything that will make him or her want to hire you. Go back to your written answers to the seven questions in the section "Know Yourself". These answers will be a good beginning in planning your resume. Here is a list of things you should put in your resume:

- your name, address, telephone number
- names and addresses of people or companies you have worked for
- the dates you worked
- the kinds of work you did
- the dates you attended schools or colleges and the levels or diplomas or certificates you earned
- any experience you have had in a non-paying job which would be useful in the job you are applying for. For example, repairing bicycles or working in your family's shop.
- a statement that you will supply the names of references if requested to do so

Your resume should not be longer than two pages at most. It should be typed, or written neatly. Make a few copies so that you always have one when you need it.

Your resume can be a help to you especially if you have difficulty talking about yourself during an interview. There is a sample resume on the following page.



SAMPLE RESUME

Jean O. Seeker
210 Norquay St.
Winnipeg, Manitoba
R3L 2G7
Telephone: (204) 555-1212

Work Experience:

September, 1980 to Present - Sewing Machine Operator and Packer,
Acme Pyjama Factory, 217 Pennington Ave., Winnipeg:
Sew pockets on pyjama tops and pack garments in boxes for shipping.

January, 1976 to April, 1980 - Mathematics and Music Teacher,
José Martí Secondary School, Montevideo, Uruguay:
Taught secondary school students, acted as choir mistress for award-winning school choir.

Education:

August, 1980 - Completed 4 month Language Training Course at Red River Community College.

December, 1975 - Completed 1 year teacher training course, University of Montevideo.

December, 1974 - Completed 4 year Bachelor's degree in Music at same institution.

Community Work - June, 1981 - June, 1982 - worked as Secretary of the Latin American Cultural Centre.

June, 1982 to present - worked as a volunteer tutor of Spanish, University of Winnipeg.

Other Interests: Swimming, embroidery, computer games.

References: Will be supplied on request.

The Introductory Letter

If you are sending a resume, it should have a letter to go with it. The purposes are:

- to give the employer a good impression of you
- to introduce the resume
- to ask for an interview

Here is a sample:

210 Norquay Street
Winnipeg, Manitoba
R3L 2G7

December 5, 1981

Mr. John Smot
Advance Private Schools Inc.
100 Future St.
Carman, Manitoba.

Dear Mr. Smot,

I would be interested in a teaching position with Advance Private Schools Inc. I understand you offer courses in mathematics and instrumental music. These are areas in which I have both training and experience. I also have had considerable success in choral music direction, and in the last few years the tutoring of individual students in spoken Spanish.

For your information I am enclosing a copy of my resume. I hope this will give you a more complete picture of my qualifications and work history.

Please do not hesitate to contact me at the address or phone number given if you need any further information.

I am looking forward to meeting you to discuss the possibility of my employment at your school.

Yours truly,

Jean O. Seeker

Jean O. Seeker

Applying For a Job

When you find a job opening that you would like to apply for, phone or go to see if the job is still open. When you look for work it is important that you speak with the person who is doing the hiring. You will first speak to a receptionist. Ask him or her if there is work available. Then you might say one of the following things:

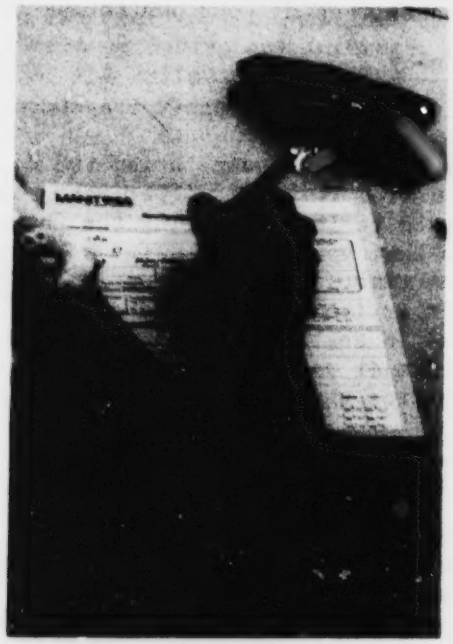
- "Who do I see about a job?"
- "I'd like to speak to the person doing the hiring."
- "Who is the personnel officer?" When the receptionist gives you the name, say, "May I please see the personnel officer" or, "Can I make an appointment to see him/her later?"

You will probably be asked to fill in an application form. Some forms are short and some are several pages long. There will be questions about your training and experience.

When you give back the completed Application form

- give them a copy of your resume as well
- ask when you can expect to hear about the job.

If you do not hear as soon as promised, phone or go back to ask about the job. It is not considered rude to do so. It will show that you are really interested in getting the job.



The Interview

If you have a real chance of getting a job, you will probably have an interview. This is a question and answer session between you and the employer. Sometimes two or three persons from the company will be there. They will ask most of the questions. You should be ready for them and have questions of your own to ask too.

Getting Ready

- Learn about the company or agency: what it makes or does.
- If you have a resume, bring two copies. One is for the interviewer, the other is for you to look at during the interview.
- Know what you have to offer an employer.
- Be on time. Leave home early enough. Don't arrive late and out of breath.
- Dress in neat, practical clothes. Bright colours or party clothes attract attention away from what you are saying.

When You Arrive

- Say hello clearly and cheerfully. Shake hands with the interviewer.
- Even if you are nervous, speak as clearly as you can.
- Do not smoke unless you are invited to.
- Most interviewers expect you to look directly at them. They believe that this shows them that you are sure of yourself.
- Take your time answering questions. If you don't understand a question, ask the person to repeat it. This is not considered rude.
- Talk about your training, experience and abilities briefly.
- State strongly what you can bring to the job. Do not mention your need for work.
- If you are asked to fill out an application form, give references, take a physical examination or vocational tests, do so cheerfully.

Some Questions Employers Often Ask

- What kind of work did you do in the country you came from?
- What do you know about our company?
- Why would you like to work for us?
- Do you have any experience in this kind of work?
- Why did you leave your last job?
- Do you have any special abilities? What are they?
- Do you have any special weaknesses? What are they?

- Do you like to work alone or with others?
- Do you like routine work?

More Advice

- Don't ask about money or benefits until the job is offered to you.
- Ask when you will hear about the job. Do this at the end of the interview.
- Leave as soon as the interview is finished. A pleasant, polite "Good-bye" is a good idea.

NOTE: Keep looking for jobs while you are waiting for the results of the interview.

Unfair Discrimination During Hiring

It is important to know that it is against the law for an employer to ask questions on any application form or during any interview or test about any of the following:

- religion
- race
- colour
- age
- sex
- ethnic origin
- country of origin or nationality
- physical or mental handicap
- political beliefs
- family or marital status

For more information on this see the chapter called YOU AND THE LAW.

Your Long Term Future

Many newcomers to Manitoba have found jobs quite easily and quickly. However they often find that before a long time has passed they are not as happy as they had expected to be. This may be for a number of reasons.

- The job they found is low-paying with little chance of improvement.
- They are not using the knowledge they brought with them because
  - they have language problems
    OR
  - they are working at a lower level here in Manitoba than they did in their home country
    OR
  - they are working in a completely different field than they did in their home country.

If you find yourself in this kind of situation you should try to get career counselling.

Career Counselling

What is It?

Both 'career' and 'counselling' have several meanings. In this book they will mean the following things:

- Career - The general course of a person's working life.
- Counselling - Help, information, advice and training in making decisions, and setting goals to improve career development.

What Should Happen?

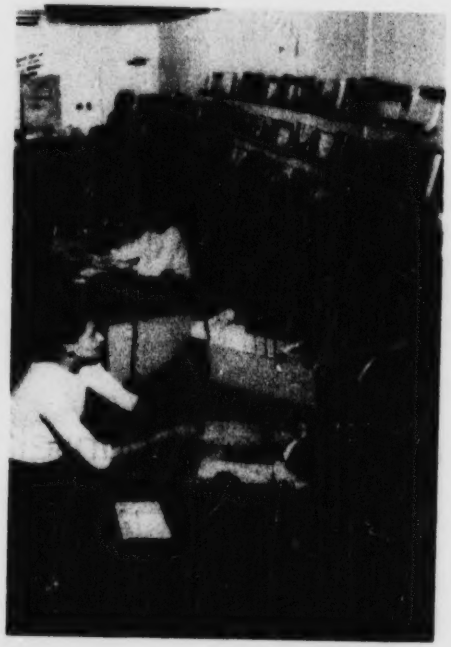
When you go for career counselling you work with a counsellor to find out what your abilities and interest are, what career choices may be open to you, and what are the possible ways of reaching your goals.

NOTE: IT IS IMPORTANT TO UNDERSTAND THAT SUCCESSFUL COUNSELLING MEANS BOTH PEOPLE HAVE TO WORK TOGETHER TO FIND THE ANSWERS. THE COUNSELLOR CANNOT DO IT ALL FOR YOU. YOU MUST TAKE AN ACTIVE PART.

- BRING A FRIEND TO TRANSLATE FOR YOU IF YOU HAVE DIFFICULTY WITH ENGLISH OR FRENCH.

- LISTEN TO THE COUNSELLOR'S QUESTIONS.
- IF YOU DON'T UNDERSTAND THEM, ASK FOR AN EXPLANATION.
- GIVE COMPLETE AND THOUGHTFUL ANSWERS.
- DON'T LET THE COUNSELLOR DO ALL THE THINKING.
- BE OPEN-MINDED. REMEMBER THAT MANY COUNSELLORS WILL KNOW VERY LITTLE ABOUT YOUR COUNTRY AND YOUR CULTURE.
- BE READY TO ACCEPT REASONABLE SUGGESTIONS.

On the following pages there is information on the places you can go for your career counselling. Some of these places have already been mentioned earlier in the section called "Where To Look For Jobs". This is because these places offer both kinds of service: job referrals and career counselling.



Career Counselling at C.E.C.'s

All C.E.C.'s have career counselling services. Some are more specialized than others and these are listed below.

NOTE: Career counselling takes time: It will probably mean several visits to see a counsellor.

When you go the first time, say "I want career counselling" and the receptionist will make an appointment with a counsellor for you.

Specialized Career Counselling Services

- Immigrant Counselling and Placement Unit.
  NOTE: This is only for refugees and designated class immigrant without private sponsors. See page 181.
- Women's Employment Counselling Service.
  See page 181.
- Professional and Executive Placement Service.
  See page 182.

Women's Employment Counselling Centre

324 Kennedy Street
See No. ● on Map AA
Open 8:00 a.m. - 9:00 p.m. on Monday,
8:00 a.m. - 4:30 p.m. Tuesday to Thursday,
8:00 a.m. - 4:00 p.m. on Friday
Phone 949-2045
Buses: Any bus going downtown near The Bay.

This is another place to go for free help if you are a women. Counsellors there will help you find out about yourself, your abilities and interests. You can also take tests if you choose to. They will help you decide about different kinds of occupations and training courses. There are Vietnamese and Laotian interpreters available.

In addition, there is:

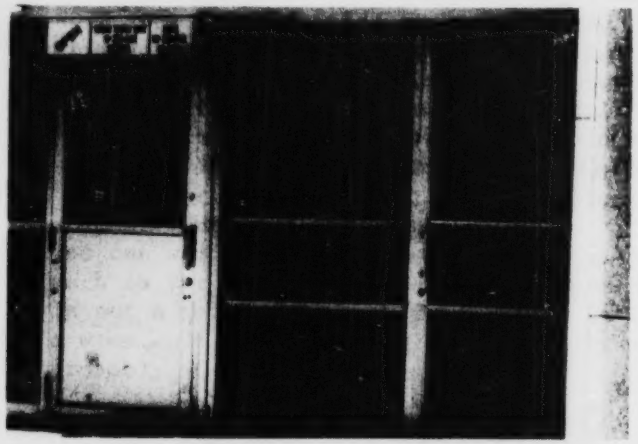
- Information on occupations and training courses.
- A typewriter and a copy machine for you to use in doing your resume.
- A safe place for your children to play while you are visiting.
- A quiet place where you can read and fill out applications.
- A place where you can talk to other women in a relaxed atmosphere.

The Women's Bureau

Winnipeg
2nd Floor, 241 Vaughan Street
See No. 1 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 944-3476
Buses: Any bus going downtown near The Bay.

Brandon
340 9th Street
See No. 1 on Map C
Open 8:30 - 4:30 Weekdays
Phone 728-7000

If you are a woman, the people at this office can help you think through your problems in finding a job. They also offer counselling help to groups of women. They have a library of books and films on topics of interest to women. Their job includes working with government and industry to improve working conditions for women in Manitoba.



Training

What is It?

Training gives people the skills they need to improve their position in the labour market.

Where Can You Get It?

Training can be given on the job or in a school or as a combination of both. For information about on the job training see the sections called "Apprenticeship Training" and "Other

Types Of Training" in this chapter. For information on the types of training given in a school or college, see the chapter called EDUCATION and read the sections called "Community Colleges:, "Business and Trade Schools" and "Education For Adults".

Red River Community College

Who Pays For It?

You can pay for it yourself. If you decide to do this you may want to find out about student loans. See the chapter called EDUCATION and read the section called "Money To Help Students Or Student Aid".

OR

One of the Governments may pay for your training. For more information on this read the following section in this chapter on C.E.C. sponsored training. You should also see the chapter called PEOPLE AND THINGS TO HELP YOU and read the section called "Student Social Allowances".

School–Type Training Sponsored Through C.E.C.'s

General Information

- Not all people who ask for training are put on courses. C.E.C. counsellors must decide who will be put on courses. They need good valid reasons to do this.
  See the section called "What You Should Understand Before You Talk To A C.E.C. Counsellor About Training" later in this chapter.
- Not all courses are sponsored by C.E.C.'s. Only those which give people a better chance of getting a job are paid for by C.E.C.'s.
- The cost of tuition or school fees, and text books is covered if C.E.C. sponsors you. You may also receive a training allowance.
- The training allowance is very small. It is not a replacement for wages. For example,

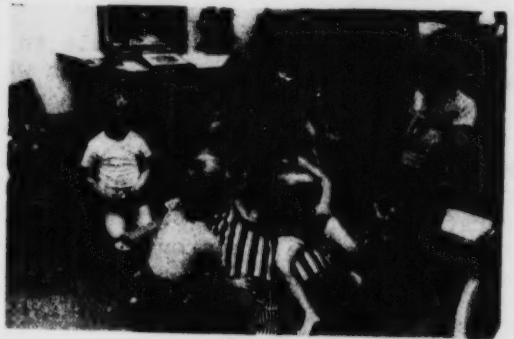
the smallest would be for a single person living with his or her family, husband or wife and not paying for rent or food. In 1983, this person would get $25.00 per week. At the top of the range would be someone who is paying for rent and food and who has four or more dependents. Even then the weekly training allowance would only be $135.00. There is also extra help for people who have a lot of travel expenses and/or daycare costs.

Red River Community College

- If you are receiving Unemployment Insurance (U.I.) when you start training and you have permission from your C.E.C. counsellor, you will continue to receive U.I. during your course and for 6 weeks after your course has finished.

NOTE:
- You must have the approval of your C.E.C. counsellor for this to happen. Therefore, make sure you talk to your counsellor before you start training.
- If your U.I. stops before you start training, you will not receive U.I. during training.

You can work as long as you like and earn as much as you can during training. However it is not a good idea to work more than 24 hours a week. If you work more than this, it will probably hurt your work at school.



Red River Community College

Who Can Get Training?

- People who have no skills and no job.
- People who have a skill but who cannot use it because of a health problem or a change in the labour market. An example of this would be a sewing machine operator whose job was taken over by computer-controlled machinery.
- People who are employed but who have more ability than is needed in their present job. An example, this is a person who was a teacher before coming to Canada but who must, because of language problems, work as a teacher's aide.
- People who are interested and able to be trained in one of those occupations which are important to the national economy. These are called "occupations of national importance" and here is a partial list: Computer Progammer, Tool and Die Maker, Aircraft Mechanic, Heavy Duty Mechanic, Millwright, Marine Electronic Technologist. A complete list can be seen at any C.E.C.

Red River Community College

What Kinds of Training Are There?

Briefly, there are three main types of training. The first is language training. For information on this see the chapter called EDUCATION and read the section called "Learning English As A Second Language - What Kind Of Classes Can You Get?"

The other two types are called Upgrading and Skill Training.

	Upgrading	Skill Training
Who is it for?	People who need basic education to enter Skill Training.	People who have enough education to enter training for a specific occupation.
How long may it last?	Usually 20 weeks but it may go up to 52 weeks.	Usually no more than 52 weeks; for example, a ten month course in auto body repair. (This may not be true when training for an occupation of national importance).
What must you have or be to be accepted?	● Grade 7 education or something equal to it. ● a clear occupational goal ● at least 17 years old and out of school for 3 years.	● enough education to enter the course you have chosen ● out of regular school for 12 months in a row. (This may not be true for training for an occupation of national importance).

Things You Should Understand Before Talking to a C.E.C. Counsellor About Training

Many newcomers have had problems discussing their training needs with C.E.C. counsellors. Sometimes this was because of language problems. Sometimes it was because neither person understood the other person's position or background.

Here are some points to remember which should help you avoid misunderstandings:

- C.E.C. is not responsible for providing service in any languages except English and French. If you think you need help in explaining your work history or your present needs, bring someone with you who can translate.
- If you are not sure which course you should take, do not ask to talk about training. Instead, ask for Career Counselling.

This will probably lead to a training discussion later on.

- Remember that you can expect to receive the same treatment as someone who is not a newcomer. But no better. That is, the same rules that apply to Canadians apply to you.
- C.E.C. counsellors often pay a lot of attention in the interview to two things: work history and attitude.

Red River Community College

Work History

If you have a stable work history this will be a big help. For example, a person who has worked for one employer, perhaps at different jobs, for eighteen months would have a better chance than someone who had done the same kind of work for five different employers during those same eighteen months.

Attitude

C.E.C. counsellors think people should take some steps for their own self improvement. For example, someone who has worked in the daytime and gone to English classes two evenings a week will be more likely to receive training than someone who has done nothing but work in the daytime. Of course if you have children to take care of in the evening, or other serious responsibilities, this will be taken into account.

- Some people cannot find work even though they have a skill which is usually needed in the job market. In these cases the C.E.C. counsellor will probably not agree to put these people on training since they will probably find work when the economy improves.
- Most counsellors will want a newcomer to have some job experience in Canada before putting that person on a skill training course.

Remember Your Rights

- You have the right to ask what courses are available.
- You have the right to ask to be put on a specific course.
- You do not have the right to be accepted. Your counsellor will decide whether or not he or she will recommend this.
- If you do not agree with the counsellor's decision, you have the right to ask to see the supervisor and/or the manager of that C.E.C.

What Happens When

In Winnipeg

Make appointment at JIC to attend group session on training.

Attend Group Session (1½ hours) for general information in training.

Make appointment to talk to a counsellor at C.E.C. nearest your home.

Have training discussion with counsellor. Discuss goals, available courses, your choices, your work history, your attitude and so on.

Outside Winnipeg

Make appointment to discuss training with C.E.C. counsellor.

Have discussion on general information about training and your own particular goals, choices, work history and attitude.

The counsellor decides NO.

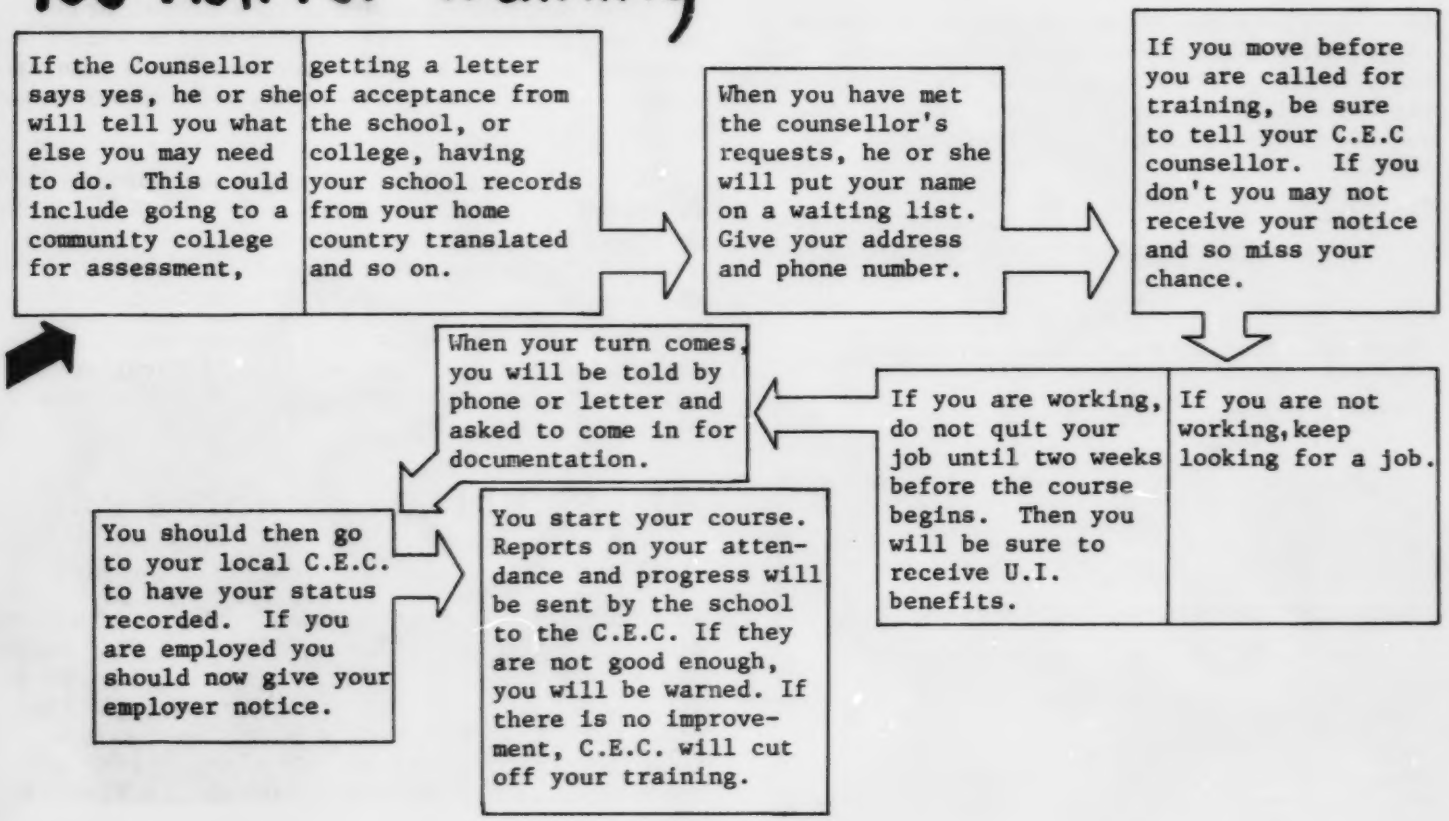
The counsellor decides YES.

If the Counsellor says no, you can:

- ask for an explanation,
- ask to speak to his or her supervisor,
- ask to speak to the C.E.C. manager.

If the answers do not satisfy you, you can go to the Public Help Office at 103 Osborne Street, in Winnipeg They may be able to help you.

You Ask For Training



Other Types of Training

After you have got a job you may also be able to get on-the-job training where you work. The Federal Government may help the employer pay for this training. For more information ask about General Industrial Training at any C.E.C.

Apprenticeship Training

MANITOBA DEPARTMENT OF LABOUR AND MANPOWER

Winnipeg
Room 816, Norquay Building
See the box on page 208
Phone 944-3337

Brandon
Provincial Building
Room 304, 340 9th Street
See No. 1 on Map C
Open 8:30 - 4:30 Weekdays
Phone 728-7000 and ask for extension 179

Thompson
Provincial Government Building
59 Elizabeth Drive
Open 8:30 - 4:30 Weekdays
Phone 778-4411 and ask for extension 300

A special form of training for certain occupations is called apprenticeship It includes periods of training in a school or college followed by periods of practice and training on the job. Your pay is 60% of regular wages. It continues while you are in class and on the job.

To be in an apprenticeship programme you must:

- Be at least 16 years old
- Have the basic education needed for the trade (reading, writing and mathematics)
- Have a job in the trade of your choice.

For more information go to or phone the Apprenticeship and Tradesmen's Qualification Division at any of the locations listed in the box on the left.

After You Have Got Your Job

Time

In Canada, it is very important for you to arrive at work on time every day. If you are late without a reason, or late often, you could lose your job. For some jobs, you will have to use a time clock. A time clock is a machine to show how much time you have worked. You put a piece of paper, called a "time card" into the machine

when you come to work, and again when you leave. The time card is used to make up your paycheque. If you are late, or forget to punch your card, you will not be paid for that time. Ask your supervisor or another worker to show you how to use the time clock if you are not sure.

If you are going to be late, or absent from work, always let your supervisor know ahead of time. If necessary, phone your supervisor, tell her or him that you will be absent or late, and let her or him know the reason. If you are late or absent often, your employer will think you are not a good worker. You could lose your job.

Company Rules

All work places have rules for employees. These rules may include safety rules, how much time you can take for a lunch break or coffee break, the kind of clothing you may wear to work, and so on. Ask you boss or union representative about company rules. If you do not fully understand what they tell or show you, ask again or get a friend to interpret for you. Misunderstandings can be dangerous and expensive.

Know Your Rights and Responsibilities

If your employer is not following the rules mentioned on these pages, such as minimum wage, overtime pay, paid general holidays and so on, it is your right to contact the Employment Standards Branch. They will make sure that the employer meets the rules as set out in the law.

NOTES:

- It is against the law for an employer to fire someone for making an honest complaint.
- You must put in any complaint on wages within 60 days. For example, if you were not paid overtime a year ago, it

The Norquay Building

would be too late now to put in a complaint.

- People who work in agriculture are not protected by some of these rules. If you are a domestic or agricultural worker, you may be able to get some help from the International Centre. (See page 2 in the chapter YOUR FIRST DAYS IN MANITOBA.)

Employment Standards Branch

Room 607, Norquay Building
401 York Avenue
See No. 31 on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3352
Buses: Any bus going downtown near The Bay.

Minimum Wage

Many workers in Manitoba have their wages set by an agreement or contract between the union and management. If there is no agreement where you work, the minimum or lowest wage per hour you can be paid is set by law. As of July, 1982, the minimum wages in Manitoba were as follows:

Persons 18 years of age and older ..... $4.00 per hour
Persons under 18 years of age ..... $3.55 per hour

NOTE:
- The rates are higher for the construction industry and change from the city to country areas.
- If you are being paid less, phone or go to the Employment Standards Branch.

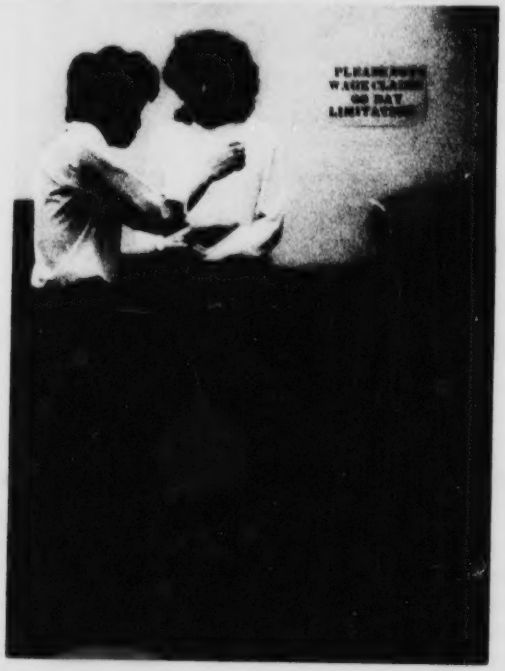
Standard Hours of Work

The standard in Manitoba is eight hours per day and forty hours per week. This is true almost everywhere in Manitoba except if a union and management have agreed to another standard and put it in as part of the collective agreement or contract. See the section of this chapter called "Unions".

Overtime

Your boss may ask you to work more than the standard hours. This is called overtime. Overtime may be expected in certain jobs. In other jobs you can say no unless it is an emergency. If you work more than the standard hours then you must be paid overtime rates for each extra hour or part of an hour. When you start your new job, ask your supervisor about company rules on overtime. Generally, you are paid for all time worked after 8 hours in a day and 40 hours in a week. If you think you have not been paid enough, take your pay stub to your supervisor, union representative or to the Employment Standards Branch. Do not be afraid to check on this.

Rates - The standard overtime rate is 1 1/2 times the regular rate of pay.
For example, if the regular rate is $6.00 per hour, the overtime rate is 1 1/2 x $6.00 = $9.00 per hour.



Your Paycheque

Your employer must pay you at the end of a certain period of time. For example, you may be paid once a week, once every 2 weeks or at the middle and at the end of the month. You must receive a paycheque at least twice a month. The periods of time between paycheques are called pay periods. Ask your employer whether someone will give you your pay, or whether you must pick it up yourself. When you get your pay, it may be less than you expected. This is because some money is deducted, or taken from your pay. The most common deductions are:

- Unemployment Insurance (U.I. or U.I.C.) - See the section in this chapter.
- Income Tax - See also the section in the chapter called SPENDING AND SAVING MONEY.
- Canada Pension Plan (CPP) - See the chapter called PEOPLE AND THINGS TO HELP YOU.

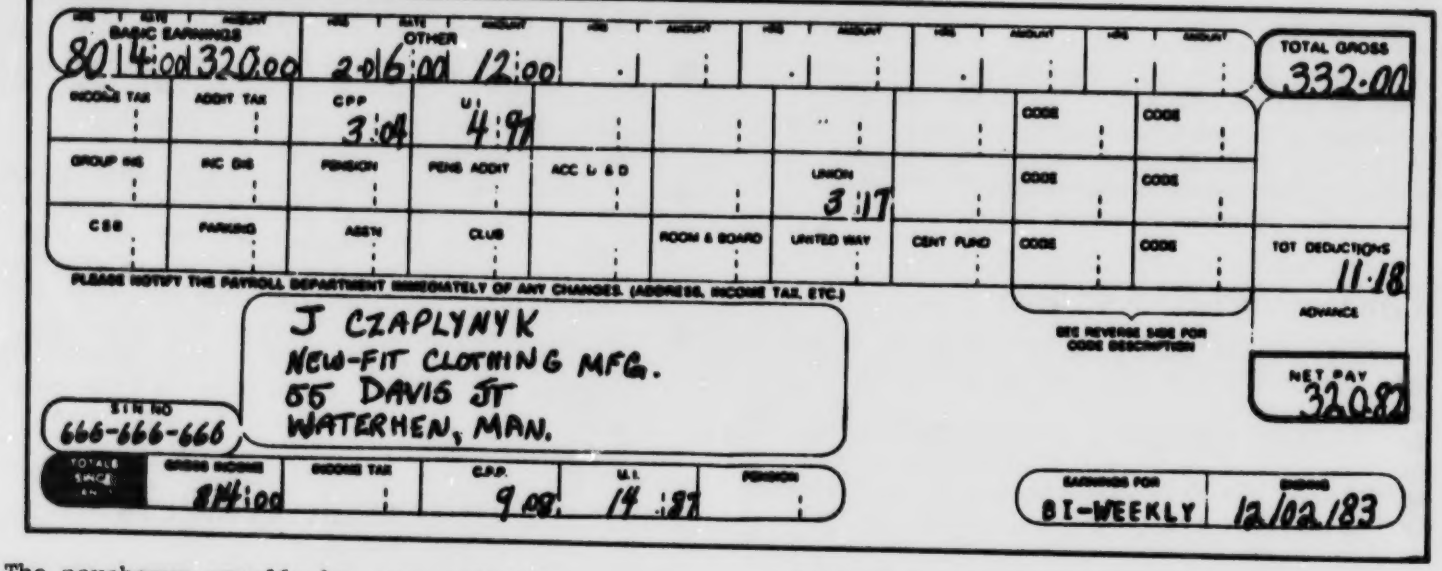
Some other deductions may be made depending on the company you work for. These could include:

- Union Dues - See the section in this chapter called "Unions".
- Company Pension Plan - See the chapter called PEOPLE AND THINGS TO HELP YOU.
- Dental or Insurance Plan, etc. - See the chapter called MEDICAL SERVICES.

A sample pay stub is shown on the next page. J works in a garment factory. She is paid $4.00 an hour. She receives her paycheque once every two weeks and usually works 40 hours a week.

During her last pay period, the period of time between paycheques, she worked 2 hours overtime for which she must be paid 1 1/2 times her usual hourly rate or $6.00 per hour.

Sample Pay Stub



The paycheque usually has two parts:

- The cheque itself. It has your name and the amount of money you have earned after deductions. This is what you take to the bank.
- The pay stub. This is the part shown above. It lists the total amount of money you earned, or gross pay. The deductions have been taken away showing the amount of your "Net Pay" - that is, the total amount you have earned (gross pay), after the deductions. You should save your cheque stubs as you may need them for your general records.

NOTE: The Law says everyone must receive a pay stub.

IMPORTANT: Check each paycheque carefully to make sure you are receiving the correct amount

for the hours you worked. You should always write down the number of hours you work. Check your hours against the ones on your paycheques; they should be the same. If there are any problems with your paycheque ask your employer or supervisor. If these people don't help, contact your union representative or the Employment Standards Branch.

Paid General Holidays

There are seven paid general holidays. They are:

- New Year's Day (January 1st)
- Good Friday
- Victoria Day (the last Monday before May 25th)
- Canada Day or Dominion Day (July 1st)
- Labour Day (the first Monday in September)
- Thanksgiving Day (the second Monday in October)
- Christmas Day (December 25th)

For more information see pages 4 and 5 of the booklet A Guide to Manitoba Labour Laws and Related Information. This can be obtained from the Employment Standards Branch

See the box on page 208.

Paid Vacations and Vacation Pay

- If you have worked for a year full-time and worked 95% or more of the regular working time, you have the right to a two-week vacation with regular pay.
- If you haven't worked full-time, or haven't put in 95% of regular hours, you are not entitled to a paid vacation - but your employer must give you vacation pay of 4% of your regular earnings for that year.
- If you leave your job before finishing one year, you must receive 4% of your total regular earnings. If you want to know more about this, phone or go to the Employment Standards Branch.

Payment of Female Workers

In Manitoba, employers cannot pay female workers less than male workers for the same type of work.

Maternity Leave

All female workers who have worked at least 12 months in a row with one employer are allowed 17 weeks of unpaid maternity leave. This means that if you are going to have a baby, you can get 17 weeks off without pay.

To qualify for maternity leave you should:

- Tell your employer in writing four weeks before you intend to begin your leave.
- Give your employer a doctor's certificate stating that you are pregnant.

At the end of your maternity leave, you must get your old job back or a similar job for at least the same pay. For more information on Maternity Leave, contact the Women's Bureau. See that section earlier in this chapter.

NOTE: See the section on "Special Benefits" under "Unemployment Insurance" later in this chapter.

Unions

The Manitoba Federation of Labour
Union Centre
570 Portage Avenue
See No. 11 on Map AA
Open 9:00 - 4:30 Weekdays
Phone 775-4575
Buses: Any bus going downtown near The Bay.

In many workplaces the workers have an organization called a union. The purpose of the union is:

- to get good working conditions for the members of that union,
- to see that the rights of the union members are protected,
- to speak for all union members as a group when dealing with management,
- to speak to management on behalf of individual union members.

If you are a union member, you should go to meetings so that you understand the union concerns. You should let union leaders know what you want by speaking up and voting on issues at meetings.

NOTE: If you think that you are being unfairly treated on your job, for example, that you were not paid for overtime work, you should report that to your union steward. The union steward is a union member who works in your workplace. He or she looks after union matters there. The steward will look into your situation to make sure you are treated fairly.

The Collective Agreement Or Contract

At certain times union and management representatives decide on things such as working conditions, hours of work, sick leave, medical benefits, workplace safety, and so on. When they agree they sign a paper describing these conditions. The paper is called a contract, and this contract is good for a certain length of time. It is often one or two years. At the end of that time union and management representatives must decide and sign a contract for another period of time. Sometimes union and management cannot agree on terms for the contract. Then, one of three methods to settle the dispute will be used by the union. As a union member, you may be asked to vote on which method you want. The three methods are: strike, conciliation and arbitration.

Strike

This means the workers refuse to work until the conditions they are asking for are met. In this case, the worker does not get paid by the company. Usually, he or she is paid a small amount of money from the union strike fund. If the members of a union have decided to go on strike, they will form a picket line outside the company's doors. If somebody decides to cross that line and go to work, he or she will be called a strike breaker or a "scab" by the other workers. This kind of action makes the striking workers angry and that person will be very unpopular with the other workers.

NOTE: Workers who are on strike cannot receive Unemployment Insurance Benefits.

Conciliation

This means that a person - not from the union nor from the employer - is chosen, and his or her job is to find a plan that both the union and the management will accept. However, neither the union members nor the management have to accept the plan that is offered.

Arbitration

If unions and management agree to go to arbitration, a person (or persons) is appointed. That person listens to both arguments, makes a decision on what must be done, and both sides must agree to follow that decision.

NOTE: The employer also has the right to close his or her doors to all the workers. This is called a lock-out. When an employer does this he or she is trying to make the workers agree to his or her conditions. It is like a strike in reverse. Lock-outs are not used by many employers.

If You Are Hurt at Work

Workers Compensation Board
333 Maryland Street
See No. ● on Map AA
Open 8:30 - 4:30 Weekdays
Phone 786-5471
Buses: Any bus going down Portage Avenue; Sherbrook

NOTE: If you live outside Winnipeg, you can call 1-800-362-3340 at no cost.

If you are hurt at work and lose time and pay because of your injury, you can get paid for the time you are away. The Workers' Compensation Board has a fund, or money, to pay workers when they are off work if:

- they are hurt in an accident at work
  OR
- they become sick or hard of hearing because of working conditions.

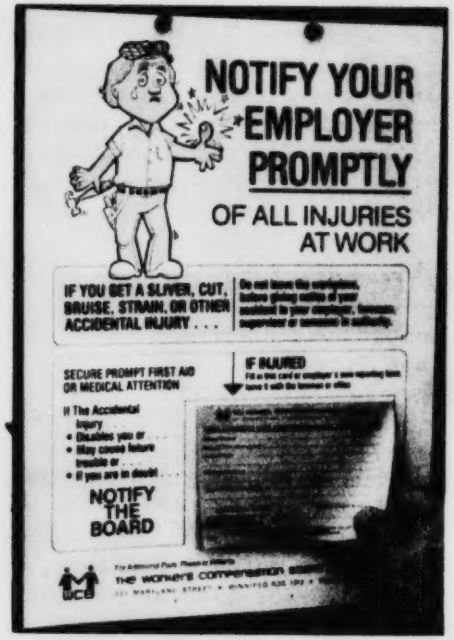
Workers' Compensation Board Office

If either of these things happens to you, you can receive 75% of your regular wage from the Workers' Compensation Board (WCB) while you are off work. For example, someone earning

$1,000.00 a month would get $750.00 in W.C.B. benefits. The maximum amount at the time this book was written was 75% of $23,000 per year, which is $17,250 per year. The maximum rate usually increases from year to year. Even though you may not lose any time from work, if you develop an illness or disease due to your job, you may receive a pension or a single large payment of money called a lump sum payment.

What To Do

- If you are hurt, get medical attention if you need it.
- No matter how little you are hurt, tell your supervisor before you go home.
- Fill in Form 1 (see the picture). This is a very simple, but important report. All you need is: your name, date and time of accident, what caused the injury, what the injury was and, if possible, the names of anyone who saw the injury.
- Sign it and give it to your supervisor. Your employer will send a full report - Form 2 - to the WCB
- If you are off more than the day of the accident, go to or phone the W.C.B. They will give or send you form 3. This is an application for benefits. Fill it out and send it back right away.
- If you have trouble with English, they will get an interpreter for you.
- See your doctor. He or she must send a treatment report - form 4 - to the W.C.B. All doctors' offices have these forms.



Some Points To Remember

- You should apply immediately. You must apply within one year of the accident. However, some people don't know about the W.C.B. until it is too late. They may be able to get help from the Worker Advisor Office. See the following section in this chapter for information on the Worker Advisor.
- If transportation to a hospital is needed at the time of the accident, your employer must pay for this;
- Your employer cannot ask you to pay for part of the cost of WCB payments;
- You cannot agree with your employer to not receive WCB benefits;
- You may be offered private insurance instead of W.C.B. Taking this would not be a good idea. If you have private insurance, report your accident to both. That is, to the W.C.B. and your private insurance as well.
- It doesn't matter who caused the accident if it happened at work. You will get benefits whether it was your fault or not;
- If you suffer a permanent disability, such as losing a finger, you may get a pension for life.
- If you receive benefits:
  - You cannot leave Manitoba and continue to receive benefits without first obtaining permission of the Workers Compensation Board;
  - You must report any money you may have earned while receiving compensation benefits;
- The payments can continue for as long as your doctor says is necessary. This could be for the rest of your life.
- If you received payments for an injury in the past, then went back to work but the problem returned, you can re-open your claim.
- Always mention your claim number in any letters you send to the WCB.
- If you die because of an injury or condition due to your work, your husband or wife will receive an immediate cash payment, plus a pension of 75% of your average earnings up to a stated maximum.

What If You Cannot Go Back To Your Old Job?

Your doctor may say you cannot return to your old job. In this case, the W.C.B. will pay for training in another occupation. This is called rehabilitation. This training could be in a college or a factory. Sometimes language is a problem in learning a new occupation. If so, you may get language training first and job training second. During this time you will continue to receive W.C.B. benefits.

What If The W.C.B. Says No?

If you apply for benefits but the W.C.B. says no, you have the right to appeal. This means you can ask the Review Committee of the W.C.B. to look at your application. If they also say no, you can ask for an appeal by the Workers Compensation Board itself. If you need any help, go to see the Worker Advisor. There is no charge for that service.

Worker Advisor Program

This is a special free service to help workers with their claims for benefits from the W.C.B. If your case is too complicated to handle alone, or if you want to appeal, a worker advisor can probably help you.

NOTE: If you need help in a language other than English have a friend phone and make an appointment. Ask for an interpreter at that time. That way the first meeting can take place as smoothly as possible.

WORKER ADVISOR OFFICES

Winnipeg
311 Balmoral Avenue
See No. 8 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 944-5787
Buses: Any bus going downtown near The Bay.

Brandon
531 Princess Avenue
See No. 18 on Map C
Open 8:30 - 4:30 Weekdays
Phone 725-1529

Flin Flon
Ruth Betts School
9 Terrace Avenue
Open 8:30 - 12:00, 1:00 - 4:30 Weekdays
Phone 687-8334

Thompson
Room 24, Provincial Building
59 Elizabeth Drive
Open 8:30 - 4:30 Weekdays
Phone 778-4411

NOTE: If you live outside these places and want more information, you can call collect 1-800-782-0311.

Health and Safety

Workplace Safety and Health Division
Room 1000, 330 St. Mary Avenue
See No. 9 on Map AA
Open 8:00 - 4:30 Weekdays
Phone 944-3612
Buses: Any bus going downtown near Eaton's.

It is against the law for your employer to make you work in dangerous conditions. He or she must tell you about special safety equipment and procedures, and teach you how to use machinery properly. It is against the law for you to operate a machine in a way that is dangerous to others. You must wear all your necessary safety equipment while you are working, even if it is uncomfortable. If you do not understand how to use your equipment, tell your supervisor. Don't say "yes" if you mean "no". If you cannot read or understand the safety rules, it is very important to get a friend or other worker to translate them for you. It is not a joking matter.

NOTE: If you see something in your workplace, which is dangerous, you should report it at once to your supervisor. If your supervisor does nothing, report it to your union or to the Workplace Safety and Health Division. Your employer must not treat you unfairly because you reported the danger. If he or she does treat you unfairly, you can tell the Workplace Safety and Health Division about it and they will help you.

Red River Community College

When Your Job Ends

A job can come to an end in several ways:

- you can quit or resign

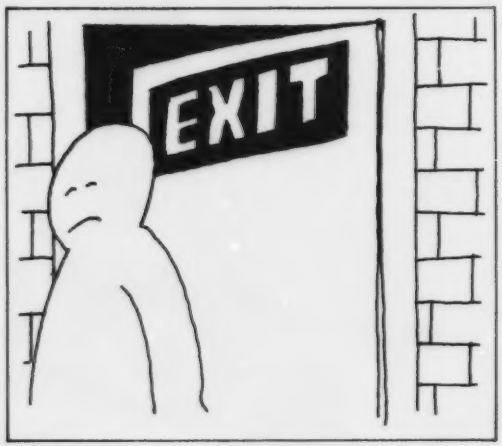
OR

- your boss can tell you there is no more work. This is called a 'lay-off'.

OR

- your boss can fire or sack you because he or she is not happy with your work. This is sometimes called "letting the worker go".

In any of these cases there are certain rules to be followed.



What Must Be Done?

If you have worked for an employer for more than two weeks, then notice must be given. That is, if you are going to quit you must tell your employer ahead of time. Likewise, if your employer is going to lay you off or "let you go" he or she must give you warning or notice.

How Much Notice Is Necessary?

In most cases, you must, or your employer must, give notice equal to one pay period. That is, if you get paid every week you must give one week's notice. If you get paid every two weeks, then two weeks' notice must be given.

NOTE: This does not apply in some cases only if the employer:

- puts up a sign stating what notice is necessary,
- gives each new worker a written statement of this when he or she is hired.

What Can Happen If You Don't Give Enough Notice

If you have a two week pay period but do not give your employer any notice, he or she can claim wages for two weeks and you will have to pay the employer that amount of money. Likewise, if your employer lays you off without sufficient

notice, you can claim wages. In both cases the claims must be made through the Employment Standards Branch.

NOTES:
- Sometimes an employer does not have to give notice or termination pay. For example, a temporary lay-off for 8 weeks or less, or if you are fired for THEFT or IMPROPER CONDUCT. For more information about notice, contact the Employment Standards Branch.
- If the company you work for goes out of business and cannot pay the wages they owe you, you can claim the money from the Manitoba Government. You can claim lost wages up to $1,200.00. Go to the Employment Standards Branch.

Unemployment Insurance or U.I.

This is a plan to help, for a limited period of time, people who have been working but who are now jobless. The money is to cover living costs while they are looking for work, sick or pregnant.

Where Does the Money Come From?

If you work outside the home, you probably put some money from each paycheque into U.I. In 1981 it was $1.80 for every $100.00 earned. This is called a premium. Your employer also pays premiums for you. The Canadian Government puts in money too. All of the money together is the U.I. account.

Important: The U.I. account is not like a bank account where you put money in and take it out whenever you like. It's more like fire insurance, where you pay premiums to protect yourself against fire. If you have a fire, you collect money to pay for what you lost. If you don't have a fire, you don't collect anything. With U.I., you pay premiums as long as you are working. If your job ends you may be able to collect. If you don't qualify, you don't collect.

Who Can Collect?

People who are out of work and looking actively for work and are willing and ready to work can collect if they have:
- had insurable work. This means they have worked at least 15 hours a week or earned

- $77 a week and paid into U.I.
  worked at least 20 weeks in the last 52 weeks.

NOTE: These numbers change from time to time. Ask at any C.E.C. to find out what the present numbers are.

How Much Can You Collect?

The money people get from U.I. is called benefits. U.I. benefits are 60% of the average earnings for the last 20 weeks. This means that if you worked for 20 weeks at $100.00 per week, you could collect $60.00 per week in U.I. benefits.

NOTE: There is a maximum. In 1983 it is 60% of $385.00 per week, or $231.00.

For How Long Can You Collect?

The answer here is quite complicated. Normally you can collect from 20 to 50 weeks of benefits. This number will depend on how long you worked and paid into U.I. and the jobless rate where you live. If you do not agree with the number of weeks of benefits you are getting go to the Unemployed Help Centre. They may be able to help you. See the section called "Where Can You Get Help Dealing With U.I.?" later in this chapter.

What Should You Do If You've Lost Your Job?

1) Ask your employer for a piece of paper called a Record of Employment or R.O.E. U.I. will need this to decide if you have a right to benefits. An employer should give you an R.O.E. within 7 days after you stopped working. This is the law in Canada. If your employer refuses to give you an R.O.E., go to the Unemployment

Insurance Commission and ask them to help you get the record.

2) Go to your nearest C.E.C. to file a claim or apply for U.I. Bring your Social Insurance Number and R.O.E. with you. If you have had more than one employer, get one R.O.E. from each of them.

   For addresses of all C.E.C.'s see the section called "Where To Look For Jobs" earlier in this chapter.

   NOTE: You will need a R.O.E. in order to get benefits, but if you do not have this record yet, you should still go in to Unemployment Insurance and apply for a claim IMMEDIATELY. DO NOT DELAY IN APPLYING because you do not have your R.O.E.: Apply and then get the R.O.E.

3) Complete the claim form.
   - Do not include overtime pay unless you normally worked overtime.
   - If you do not have all your R.O.E.'s, state clearly why you are not including them in Section G of the form.

4) Sign your claim form, and send it in immediately.

5) Before you get any benefits, you must wait 2 weeks. This is the waiting period. You do not get paid for those first two weeks.

6) Continue to look for work and keep a written record of each time you contact a possible employer. Your U.I. agent, who is the person in charge of your claim, may ask for proof that you are looking for work. You should be able to show that you have:(a) gone to an employer in person and asked about a job; (b) looked in the want ads in the newspaper; (c) used the telephone to call about a job. If asked, you can mention looking in person, in the paper and by telephone.

7) If you have young children or someone else you must take care of make certain someone else can do this for you. If you cannot look for work or accept a job because of children, U.I. may not give you any benefits. In order to prove that you are ready, willing, and able to work you will have to give U.I. the name of a babysitter. Sometimes they will ask for 2 names, in case one babysitter is not available. It is a good idea to find 2 people who would be able to babysit.

8) You will receive computer cards in the mail. Fill them in and send them back on time. If it is too early or too late, the computer will not accept it. You must fill in the

card regularly, usually every two weeks, to prove you were ready, willing and able to work, and to tell U.I. how much money, if any, you have earned.

NOTE: If your card is more than a week late, contact U.I. and tell them. If you do not mail in a card you will not receive any money.

Some Important Points To Remember

- You have to wait for up to six extra weeks for benefits if:
  - you left your job without a good reason
  - your employer fired you for misconduct
  - you refuse a suitable job offer
  - you don't go to a training course chosen by the C.E.C.
  - you refuse to apply for suitable work
- You can earn money while getting U.I. benefits. If you are getting U.I. because you can't find work, you can earn up to 25% of your weekly benefit rate through part-time or temporary work. You must tell U.I. about every dollar you earn while getting U.I. benefits.
- You must pay tax on U.I. benefits It is deducted from your U.I. cheque.

Special Benefits

There are three types of special benefits. They are for:

- people who are off work because of sickness or injury (up to 15 weeks of benefits)
- people who have just reached 65 years of age (3 weeks of benefits)
- women who must stop work to have a baby (15 weeks of benefits)

Each type has its own rules. For more information go to any C.E.C. and get one of the brochures shown in the picture.

What Can You Do If U.I. Says No?

Talk to your agent. If U.I. decides to refuse your application or to stop your benefits, they will send you a letter telling you about the decision. If you disagree,

- Go to your U.I. agent immediately and explain why you don't agree
- Ask him or her to explain the U.I.'s decision if you don't understand
- Give the agent any new information you may have.

Your agent can change the decision immediately if he or she thinks a mistake has been made.

If there is no change and you still think the decision was wrong or unfair, you can appeal your case to the Board of Referees and possibly to the Umpire who is usually a judge of the Federal Court of Canada. There are rules to follow in doing this but they are fairly simple. For more information get the Brochure called So You Don't Agree? at any C.E.C. Also see the section called "Where Can You Get Help Dealing With U.I.?" later in this chapter.

NOTE: Many people appeal each year. There is no charge for this.

What Happens to Cheaters?

Sometimes people will try to get U.I. benefits they do not deserve. If this happens and the U.I.C. finds them doing this, they:

- must pay back all the overpayment
- may have to pay a penalty of up to 3 times the weekly benefit rate
- may be fined up to $500.00 in court, or imprisoned for six months, or both.

NOTE: The Government of Canada is aware of almost all paid work, so it is almost impossible to cheat, and most people who try to cheat get caught.

You've Been Overpaid -What Now?

You Must:

Phone or go to your nearest C.E.C and explain the situation. If it is the U.I.C.'s mistake, you will not be penalized. If it is because you did not tell the truth before and U.I.C. did not know this, you will not be penalized the first time this happens.

If you do not tell U.I.C. about the overpayment yourself before they discover it, then you will be penalized.

For more information get the brochure called "No more and no less" at any C.E.C.

Where Can You Get Help in Dealing With U.I.C.?

The Community Unemployed Help Centre
Room 606, 213 Notre Dame Avenue
See No. 10 on Map AA
Open 9:00 - 4:00 Weekdays
Phone 942-6556
Buses: Any bus going downtown near Eaton's.

The Unemployment Help Centre is a free service for people who need help in dealing with the U.I.Commission. The people there can help you fill out forms and cards and explain how the U.I.C. works. If you have been refused benefits or have been treated unfairly in some way by the U.I.C. these people may be able to help you get the benefits you deserve.

NOTE:
- This is not a job finding service.
- If you think you may need help in English, tell them. They will try to get an interpreter to work with you.

The Canada Public Help Centre
103 Osborne Street South
See No. 20 on Map AA
Open 8:30 - 6:00 Monday to Friday,
10:00 - 6:00 on Saturday
Phone 949-4474
Buses: Osborne, Pembina Hwy., Corydon, N. Main, Selkirk, Crescent.

The Public Help Centre is another place you can go for help when you have a problem with the U.I. Commission. The advisors there will discuss your problem with you and may be able to help you by pointing out some things that neither you not your U.I. agent were aware of.

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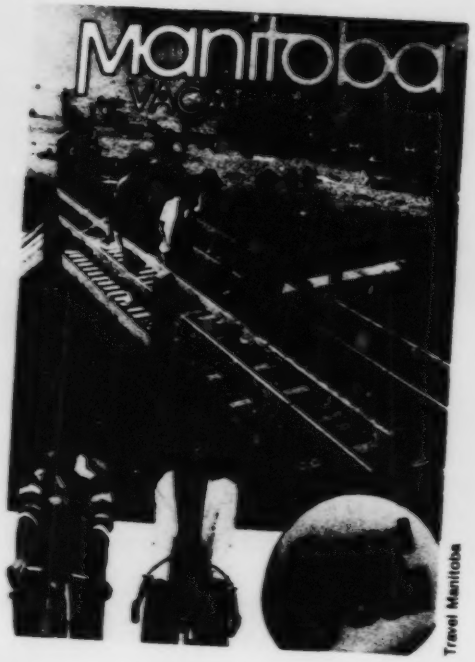
Having Fun in Manitoba



Travel Manitoba

People all over the world have fun in different ways. People in Canada call things you do to have fun recreational activities. This chapter tells you some of the ways that Manitobans have fun. You may have done many of these activities before, but some may be new to you. Some of the things listed here are free. Other things may cost you money.

Information

If you would like more information on most of the things listed in this chapter, there is a complete guidebook called the Manitoba Vacation Guide. You can get it free at any Travel Manitoba Office or Tourist Information Centre. For information on these places see the box on the last page of the Chapter called GOING PLACES. You can also go to or phone the addresses and phone numbers listed in the boxes throughout this chapter.

If you are travelling in Manitoba, look for the ? symbol. This sign tells you there is a Tourist Information Centre near you. They can give you information on the many places to go and things to see in Manitoba.

Interesting Places to Go and Things to See

Museums

Historic Resources Branch
Third Floor, 200 Vaughan Street
See No. 11 on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3844 (If you live outside Winnipeg, you can call collect)
Buses: Any bus going downtown near The Bay.

As you may know, museums are places where you can go and see old and interesting things. There are many museums in Manitoba. You will usually have to pay a small entry fee. The things you see help you understand how people in Manitoba and other parts of Canada lived many years ago.

Travel Manitoba

Seven Oaks House Museum

This house was built in 1851 and is the oldest house in Manitoba. It is located on Rupertsland Avenue and Main Street.

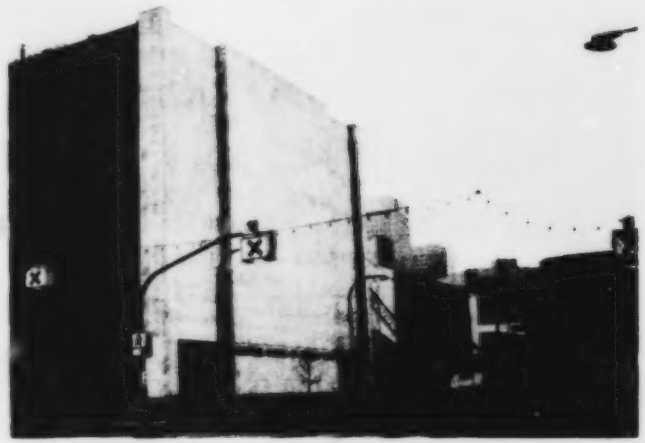
Sometimes museums are old buildings or houses where famous people lived. They are usually called historical sites or historical museums. The buildings are restored or made to look the same as they did many years ago. The inside of the buildings are also restored to their original state. Furniture and other articles are very old and of the style of that period.

Manitoba Museum of Man and Nature

Manitoba Museum of Man and Nature
190 Rupert Avenue
See No. 11 on Map A
Open May 15th to September 15th:
10:00 a.m. - 9:00 p.m. Monday to Saturday and Holiday
12:00 noon - 9:00 p.m. on Sunday;
September 16th to May 14th:
10:00 a.m. - 5:00 p.m. Monday to Saturday
12:00 noon - 6:00 p.m. Sunday and Holiday
Phone 956-2830
Buses: Sargent, Portage Polo Park, Corydon, E. Kildonan, Osborne, Selkirk, N. Main, Mountain.

The largest museum in Manitoba is the Manitoba Museum of Man and Nature. See the box above. This museum shows the history of Manitoba from the very beginning until the early twentieth century. To go in you will have to pay a small admission fee. This fee varies for adults, senior citizens, family groups and children.

There are many museums and historical sites in Manitoba. For more information about historical sites see the Chapter called ABOUT MANITOBA. For information about other museums, go to or phone the Historic Resources Branch. See the box on the previous page.



Manitoba Planetarium

Manitoba Planetarium
190 Rupert Avenue
See No. 12 on Map A
Phone 943-3142
Buses: Sargent, Portage-Polo Park, Corydon, Osborne, Selkirk, N. Main, Mountain, E. Kildonan.

The Manitoba Planetarium is like a theatre of the sky. The Planetarium gives shows on the stars, the sky, the planets and other aspects of science and astronomy. It is located next to the Manitoba Museum of Man and Nature on Main Street in Winnipeg. A planetarium is different from a movie theatre. When you sit down, you look at the ceiling and the movie you see is all around you. You feel like you are floating with the stars and planets! To see these shows you will have to pay an entry fee. For more information on shows and times you can phone or go to the Planetarium.
See the box on the previous page

Concerts and Performances

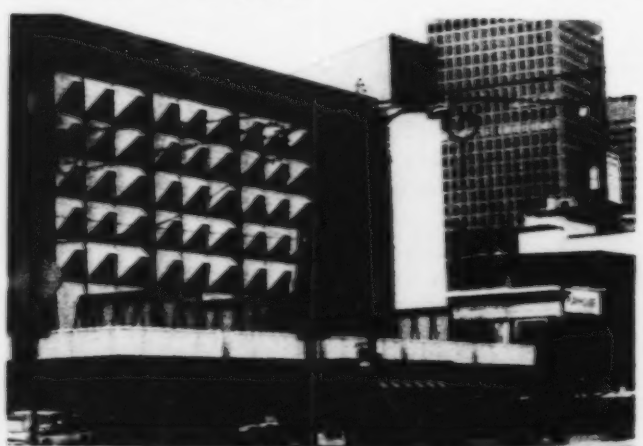
Celebrities Box Office (C.B.O.)
667 Stafford Street
See No. 41 on Map B
Open 9:00 - 5:00 Weekdays
Phone 475-9055
Buses: Pembina, Stafford, King's Park.

Attractions Ticket Office (A.T.O.)	
Downtown - Eaton's (8th Floor)	942-2421
Polo Park - Eaton's	774-9572
University of Manitoba (UMSU Building)	269-5297
Convention Centre (2nd Floor) 375 York	943-2846
St. Vital - 1225 St. Mary's Road	255-2710
Concourse One - Lombard Place	943-8858
St. James (R.R.C.C.) 2055 Notre Dame	632-1547

There are many places in Winnipeg and other towns where you can see plays, concerts, and dance. Live performances may be free or they may cost up to $20.00 per person. They are usually more expensive than other types of entertainment. Students and people over 65 years of age usually pay less. There are often special seats available for physically disabled people.

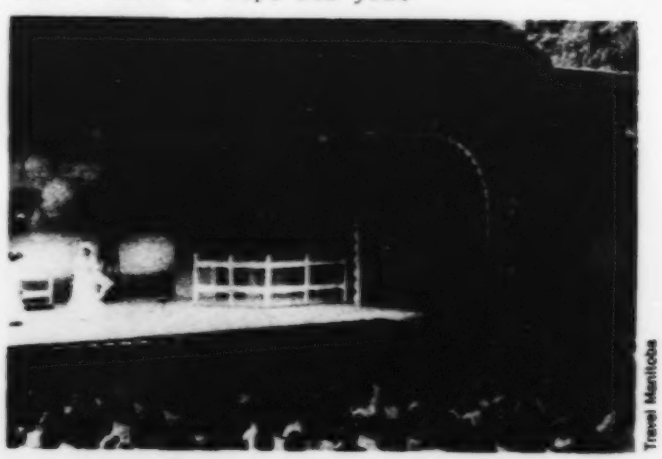
The Contemporary Dancers, the Manitoba Theatre Centre, le Cercle Moliere - a French theatre in

St. Boniface - and the Winnipeg Symphony Orchestra are only a few of the many theatre, orchestra and dance groups in Manitoba. To find out more about these or other groups look in the Yellow Pages of your telephone book. In Winnipeg, you can find out the cost, place and times of all performances by going to or phoning the Celebrity Box Office (C.B.O.) or the Attractions Ticket Office (A.T.O.). See the box on the previous page.

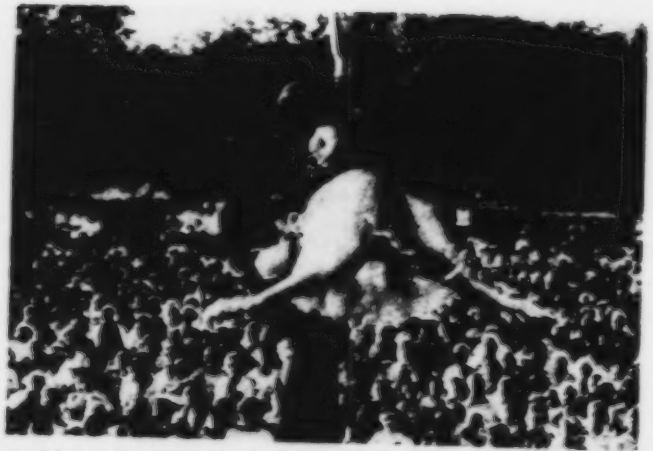


Concert Hall and Play House Theatre in background

You can also check your local newspaper under the "Entertainment" section. If you live outside of Winnipeg, checking your local newspaper is probably the best way to find out about upcoming performances. You will usually have to buy tickets ahead of time. This will make sure that a seat is kept for you.



"Rainbow Stage" is an outdoor theatre in Kildonan Park, 2020 Main Street (See (H) on Map B). During July and August, you can enjoy popular musical comedies.



Ballet in the Park

Travel Manitoba

The Royal Winnipeg Ballet is a world-famous ballet company. Performances are given between October and April each year. Free performances are held in Assiniboine Park in Winnipeg during July and August. This company also travels to other cities and towns in Manitoba.

Winnipeg Art Gallery

Winnipeg Art Gallery
300 Memorial Boulevard
See No. 11 on Map A
Phone 786-6641
Open 9:00 - 5:00 Weekdays
11:00 - 5:00 on Saturday
12:00 - 5:00 on Sunday
Buses: Any bus going downtown near The Bay.

The Winnipeg Art Gallery is a place you can go to look at beautiful and interesting art objects and paintings. The Art Gallery has a large

collection of fine Canadian, American and European artwork. It has the largest collection of Inuit or Eskimo art in the world. You do not have to pay to go to the Winnipeg Art Gallery.

You can also see concerts or films at the Gallery. Sometimes they are free. Sometimes you may have to pay $2.00 or more. You can also take art classes at the Gallery.

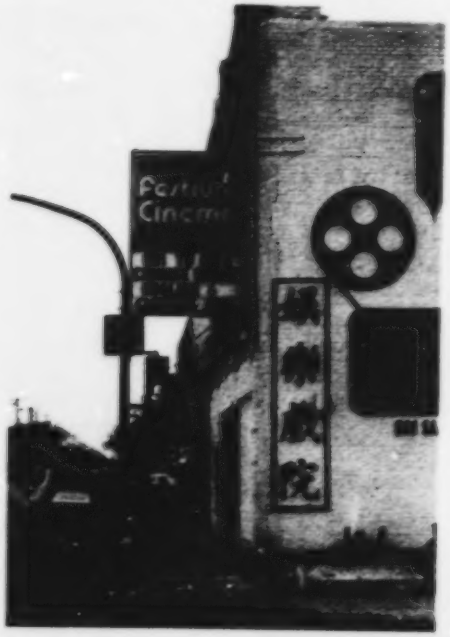
Movies

In Manitoba, you can see movies or films in theatres or drive-ins. At a drive-in, you drive into a big lot and watch movies from your car. A loud-speaker is provided at each parking spot and there is a big movie screen at the front of the lot. Drive-ins are usually open during the spring, summer and fall months.

At the time this book was written movies cost about $4.00 for adults and less for children, students and people over 65 years of age. Most movies shown in Manitoba are in English. You can often see French or foreign language films such as Chinese at the Cinema 3 Theatre, 585 Ellice Avenue, phone 783-1097; or the Festival Cinema, 801 Sargent Avenue, phone 772-7779. You can also see French movies at the Franco-Manitobaine Cultural Centre at 340 Provencher Boulevard in Winnipeg.

The Winnipeg Art Gallery, the University of Winnipeg, the Medical College and University of Manitoba often show good movies at lower prices. In most cities and towns, the times and location of movies are shown in the local newspaper. In

Winnipeg, the local newspapers have a listing of movies in the "Entertainment" section.



Ratings:

Some movies shown at theatres and drive-ins are not suitable for children to watch. There may be scenes that show violence or other scenes that can be upsetting for children. These kinds of films are only allowed to be shown to people of certain age groups. Other movies can be seen by the whole family. When you are checking the movies in the newspaper, look for the following ratings. They tell you the age groups which are allowed to see certain movies.

- GENERAL (G) : Movies rated General are suitable for the whole family.
- MATURE (M) : These movies may not be suitable for children. Parents should decide if they should let their children see these movies.
- ADULT PARENTAL GUIDANCE (APG): Only adults 18 years and over can attend these movies. Children under 18 years of age can only attend if they come with a parent or guardian.
- RESTRICTED ADULT (R): Only persons 18 years of age or older may attend these movies. When you pay, you may be asked to prove your age by showing your driver's licence or birth certificate.

Libraries

Winnipeg

Winnipeg Centennial Library
251 Donald Street
See No. 14 on Map A
Open 10:00 a.m. - 9:30 p.m. Monday to Friday
10:00 a.m. - 6:00 p.m. on Friday
9:00 a.m. - 6:00 p.m. on Saturday
1:00 p.m. - 6:00 p.m. on Sunday
Phone 985-6450
Buses: Any bus going downtown near Eaton's.

NOTE: There is at least one public library in the area where you live. Look in the Yellow Pages of your phone book under "Libraries-Public".

Brandon

Western Manitoba Regional Library
1043 Rosser Avenue
See No. 6 on Map C
Open 10:00 a.m. - 9:00 p.m. Monday and Thursday
10:00 a.m. - 6:00 p.m. Tuesday, Wednesday, Friday and Saturday
Phone 727-6648

Reading Area at Winnipeg Centennial Library

A library is not only a place where you can go to read books. Also,

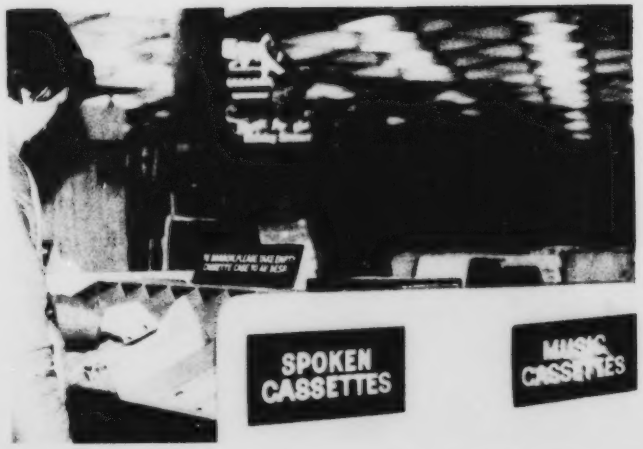
- You can borrow books and sometimes, magazines to take home with you.
- You can borrow films, records, and cassette tapes also. You will have to pay a small deposit for these.
- The Winnipeg Centennial Library has a large room you and your group can use to have meetings.
- The Winnipeg Centennial Library has a foreign-language book section where you can read or borrow books in several different languages such as Hungarian or Russian.
- The William Avenue Library also has a good collection of Chinese books.
- Most libraries have special events or activities such as poetry reading for adults and story-book times for children.
- All libraries have a children's book section where there are books for children to read. You can bring your children here or borrow books to take home for them.

NOTE: There is a Reference Section in each library. You cannot take home the books from this section.

Getting a Card and Borrowing Books

You will need a library card to borrow books, films, records or cassette tapes. To get your card, go to the nearest library and ask for one. Take some identification with your name and address on it, such as your driver's license or Manitoba Medical card. You will not have to pay

to use libraries in your area. You can use this library card to borrow and return books from different libraries in your community. When you have this card, you can take books or music on records or cassette tapes from the library for a short time. The date it is due is the last day you can return the books, films or recorded music for free. This date is stamped on a card inside the record, cassette or book. If you are not sure about the due date, ask someone who works in the library. If you are late in returning what you borrowed, you will have to pay a small fee or fine for every day past the due date. All libraries charge the same fee.



However, children usually pay a different rate than adults.

You must be careful not to damage the books, films, or recorded music. If you do, they may ask you to pay for the cost of repairing or replacing it.

Some people go to libraries so they can study where it is quiet. Try not to make too much noise when you are at a library so you will not bother other people.

Restaurants

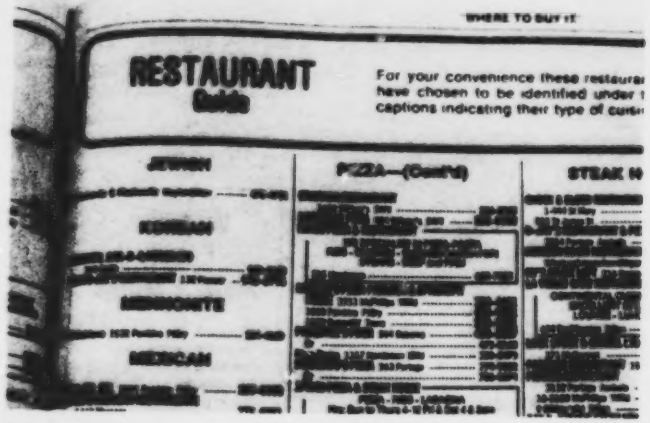
Many Manitobans like to go to restaurants and enjoy a good meal alone or with friends and family. Many people like to try foods from different countries. Look in the Yellow Pages of your telephone book under "Restaurants".

There will be a listing of all restaurants in your area. In Winnipeg, the Yellow Pages directory has a listing of all restaurants in Winnipeg according to the type or country the food comes from. This guide is at the back of the "restaurants" section. For example, if you would like to try food from Greece, look under Greek.

Restaurants (Cont'd)

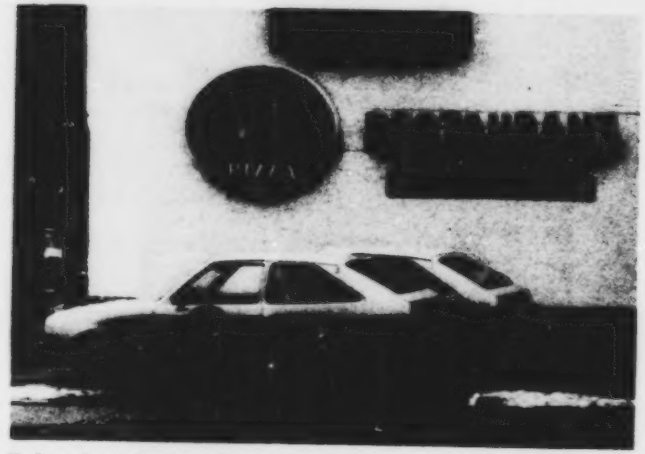
O-Pee-Pun Na Pwee Win Incorporated
Wasem Rd South Indian Lake 374-2465
Orange Julius 830 Rosser Brandon 728-7653
Oriental Pearl Restaurant
10 Saskatchewan W Portage 857-6895
(See Advertisement This Classification)
P J's Diner 510 Memorial S Russell 773-3064
Papertown Motel
Prov Hwy 304 St George Pine Falls 367-2261
Park Gate Restaurant
Hwy 10 Clear Lake 848-2369
Parker's Restaurant
1160 18th Brandon 728-0262
Parson H C 104 Kinosota S Amaranth 843-2271
Parthenon Pizza 320 10th Brandon 727-8469
Patzer Dan 386 Eveline Selkirk 482-4729
Paulls Creemee Richhill Elkhorn 845-2353
Pembina Cafe 321 Stephen Morden 822-4303
Pembina Valley Fast Foods
ne 14-5-11 Swan Lake 836-2690
Pete's Cafe
Centennial Dr Dominion City 427-2727
Pete's Place 74 Main S Carman 745-6887
Phil's Snack Bar Wanless Wanless 682-7471
Pic & Nic Restaurant
St Marys Rd St Adolphe St Agathe 883-2204
Pilot Mound Hotel
Railway N Pilot Mound 825-2157
Pine River Restaurant
1st St Pine River 263-2610
Pine Tree Inn ne 13-8-8e St Anne 422-5388
Pines Restaurant The
Main E Niverville 388-4843
Pioneer Inn Restaurant
282 Main Steinbach 326-9771
Pizza Parlor 408 Main Steinbach 326-9992
PIZZA PLACE 303 9th Brandon 727-8481

Eating at restaurants can be expensive. Some restaurants charge more than others. There are different kinds of restaurants in Canada.



Fast-Food Restaurants

Many Canadians eat at fast-food restaurants. These restaurants have foods that are fast to make, such as hamburgers and french fries. Usually, you will order your food at a counter and take it to a table when it is ready. Your food may come to you in plastic or paper containers and there may be garbage bins in clear view. This usually means that you are expected to clean off the table yourself. You are not expected to leave a tip or money on the table at this kind of restaurant. You do not have to make reservations. For an explanation of tip and reservation, see the section called "Other Types of Restaurants".



Take-Out Restaurants

Some restaurants, such as Chinese or Italian restaurants, will deliver food to your home for a small fee. They will do this if you live in the same area as the restaurant. If you buy food worth over a certain amount they may not charge you this delivery fee. You can also pick up your food at these restaurants to take home with you. You will not be charged any extra money for this. Look under the "restaurant"

section in the yellow pages of your telephone book to find out which restaurants do this.

Other Types of Restaurants

At other types of restaurants, your food will be served to you. These restaurants may be more expensive than the others. If you do not understand the food list or menu, or if you have never eaten the food, the person who serves you can help you decide what to order. You may have to call the restaurant ahead of time to make sure a table is kept for you. When you call to make a reservation, tell them the number of people coming and the time you will be there. It is a common practice to leave money, or a tip for the person who serves you. This money shows that you enjoyed your meal and appreciated the good service. It is up to you to decide whether you wish to give a tip. Many people give 10% of the food bill as a tip. The amount you give is also up to you.

Socials and Dances

Socials or dances are very common events all over Canada. At these big parties, people gather to eat, drink, dance and be with friends.

Socials are usually held by a group of people who want to raise money for a good purpose. People pay to come to these events. Usually, liquor and food is served. Children do not usually go to these kinds of socials. Socials can be held in schools, community or church halls and other places. Tickets are usually sold at the door or you can buy them ahead of time. You can find out about these socials through radio announcements or by seeing posters in stores, schools and community centres.

Many people also have socials to celebrate a coming marriage in their family. Friends, neighbours and others are invited to join them in this celebration.

Festivals and Fairs

Every year many towns and cities in Manitoba have festivals. Sometimes they are called fairs or exhibitions. At these you may find special food, music, dancing and amusement rides.

Many of these festivals or fairs were first held to celebrate a good harvest. Many people in Manitoba, or their parents or grandparents, came here from another country. They brought with them the customs and culture of their homeland. These and the Native people in Manitoba want to keep these customs alive and to share them with

other people. This is another reason people in Manitoba and all over Canada have festivals.

Travel Manitoba

Folklorama

Community Folk Art Council
375 York Avenue
See No. 15 on Map A
Open 9:00 - 5:00 Weekdays
Phone 944-9793
Buses: Any bus going downtown near Eaton's

Travel Manitoba

Folklorama is a festival of special interest for newcomers to Manitoba. Folklorama is a celebration of the many cultures and traditions of the people who live in Manitoba. Every summer, in about thirty buildings, pavillions are set up all over Winnipeg. Each pavillion represents a different culture. People must

buy "passports" or tickets to visit these pavillions and sample the music, dance, food and fun of the different nations. You can buy a passport at CBO, ATO and in many banks and stores. Special buses go to the different pavillions. They provide free transportation for people who have "passports". They leave each hour from the Centennial Concert Hall, 555 Main Street (See No. 30 on Map AA). For more information on Folklorama phone or go to the Community Folk Art Council. See the box on the previous page.

Almost every town and city in Manitoba has an annual festival or fair. The Manitoba Vacation Guide lists all of them. You can also go to or phone Travel Manitoba for this information.

Recreation and Outdoor Activities

Community Parks in Cities and Towns

Community parks are places in cities or towns where you can go to enjoy the outdoors. Some parks are only open during the spring and summer months and other parks are open all year. Parks usually have lots of open space and green grass. They often have bicycle paths and places for sports and picnics. Most parks have a playground for children where there are swings, slides and other things children can play on.

Travel Manitoba

Assiniboine Park in Winnipeg is Manitoba's largest city park. Here you can visit a conservatory where you can see plants and flowers or you can visit the zoo and see many different animals. This park also has lots of open space for walking and relaxing. There is a restaurant and several food stands where you can buy food or drinks.

There are usually one or more smaller parks in

your neighbourhood. You do not have to pay to get into city or town parks (including the zoo). If you would like to find out about parks in your area phone your local municipal town office.

National and Provincial Parks

Department of Natural Resources
Parks Branch
260 Smith Street
See No. 12 on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3703
Buses: All buses going downtown.

Parks Canada
Visitor Services
391 York Avenue
See No. 13 on Map A
Open 8:00 - 4:30 Weekdays
Phone 949-2914
Buses: All buses going downtown near The Bay.

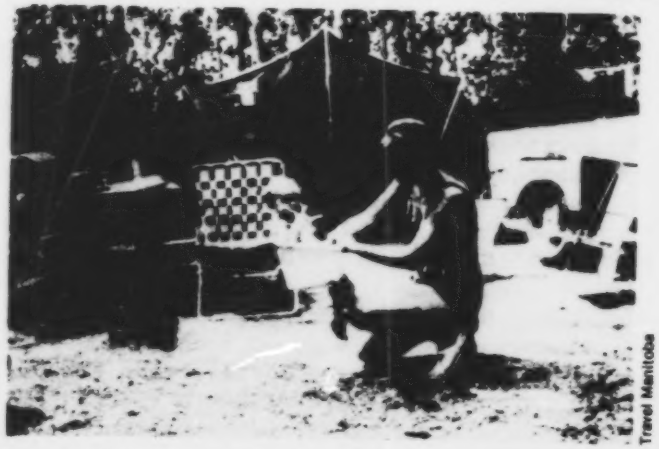
Parks and Recreation Department
City of Winnipeg
2799 Roblin Boulevard
See No. 10 on Map B
Open July - September, 8:00 - 4:00 Weekdays
October - June, 8:30 - 4:30 Weekdays
Phone 885-1500
Buses: Westwood, Crestview, St. Charles.

National and Provincial Parks are much bigger than city or town parks. National Parks, such as the Riding Mountain National Park in Manitoba, are run by the Government of Canada. Provincial Parks in Manitoba are owned and run by the Manitoba Government. These parks have large forests and lakes or beaches where you can swim, sunbathe, fish, canoe or water-ski in summer.

Travel Manitoba

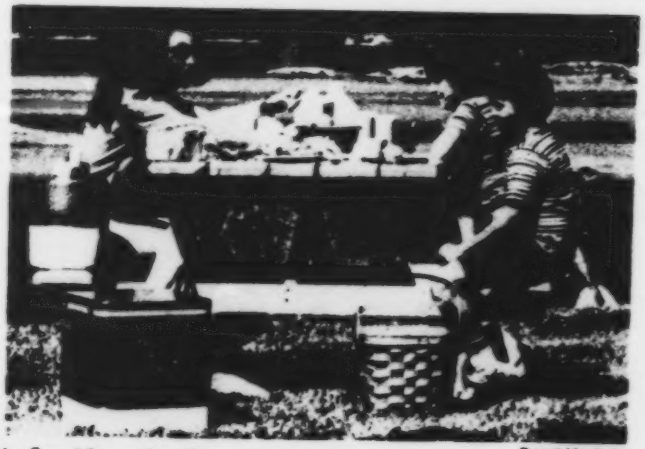
Grand Beach

NOTE: You should always wear a life-jacket when you go water-skiing or boating, even if you know how to swim. If you are not a good swimmer, stay away from deep water. If you do go swimming, do not go alone.



Camping at a provincial park in Manitoba

Parks also have places where you can have picnics, play sports, or go camping. Most parks have grocery stores and food stands where you can buy some of the things you need for picnics or camping. You can also go for long walks through paths in the forest. These paths are sometimes called nature trails. You can use these paths for ski trails during the winter months.



A family picnic

Animals live in the forests of these parks. Many of these animals are protected by law. It is a serious crime to shoot or hurt them. If you break this law, you may have to pay a fine. Your gun and other equipment (including your car) may be taken away from you.

NOTE: Some wild animals carry diseases which are harmful to people. Others can be very dangerous. Do not approach them, even if they appear to be very tame.

Cross-country skiing at Riding Mountain National Park

You must never litter or throw garbage on the ground. If you are caught littering, you will have to pay a fine. Littering is against the law everywhere in Manitoba. Always put your litter in garbage or trash bins.

How Much Does It Cost?

PROVINCIAL PARKS		NATIONAL PARKS	
Run by Manitoba Government		Run by Canadian Government	
Open: May to late September - with Services October - to late April - no Services		Open: All Year	
Daily Fee:	$ 2.00	Daily Fee:	$ 1.00
Season Fee:	$10.00	Season Fee:	------
Yearly Fee:	------	Yearly Fee:	$10.00

You have to pay money when entering a national park. In provincial parks you have to pay only from May until late September or early October. When you enter by car you will have to stop at the entrance gate to pay your fee. You can buy daily passes which are good only for the day you buy them. Or, you can buy season or yearly passes. Provincial season passes are good for all provincial parks all season. National Park yearly passes can be used all year in national

parks. The person at the front gate will give you a sticker to put on the inside surface of your front window. This sticker tells the people who work in the parks that you have bought a season pass. They will not ask you to pay again.

Camping

During the warm spring, summer and fall months, many people in Manitoba enjoy living outdoors for a few days or even weeks. This is called camping. Campers usually stay in parks or campgrounds. In these places, you can set up your tent or trailer for a small fee. Campgrounds are located in most provincial and national parks. There are also private campgrounds and parks all over Manitoba. You will have to pay a fee each time you enter them. The campgrounds usually have toilets, drinking water and picnic tables. There are often nature trails and lakes nearby.

You must always be very careful about fires when you are camping. Many people use outdoor barbeque pits for cooking. Sometimes if the weather has been very dry, there will be a "Fire Alert". This means the park will not allow you to use these open fires. They are afraid that a forest fire may be started from sparks or ashes from an open fire. It is a good idea to phone the Parks Branch before you leave on a camping trip. They will tell you if open fires are permitted. You should always take a portable stove or barbeque with you in case of a fire alert. Some people like to sit by the fire at night and enjoy the quiet. Never go to bed with a fire still burning. Be sure to always put the fire out completely before you leave the campsite. Do this by pouring water on the ashes and stirring it.

Travel Manitoba

Bears or other large animals may live in the forests near the campgrounds. These animals usually try to keep away from people. But if they are hungry or can smell food, they may come into the camping areas. You should never try to feed these animals. That will only encourage them to come back. If you bother them or try to play with them they can be very dangerous. If you are camping, you should always remember to store food away from the tent. Garbage should be put in the bins provided and not left in open air.

For more information on campsites in Manitoba go to or phone Travel Manitoba.

Hunting and Fishing

Department of Natural Resources
1495 St. James Street
See No. 11 on Map B
Open 8:30 - 4:30 Weekdays
Phone 775-0221
Bus: Grant-King Edward.

Brandon

Department of Natural Resources
Southwestern Region
1129 Queens Avenue
See No. 13 on Map C
Open 8:15 - 12:00, 1:00 - 4:30 Weekdays
Phone: 728-4788

Travel Manitoba

Many years ago, people in Canada hunted animals and fished to provide food for their families. Now Canadians hunt and fish as a sport rather than a way of life. Some people feel this sport is cruel to animals. People in Manitoba generally feel it is alright to hunt or fish as long as you are going to use the meat for food. Some of the rules and regulations are:

Hunting:

- you will need a wildlife certificate, a gun and a hunting licence;
- if you have never had a licence before, you will have to take a special safety course before you can get one;
- you can only hunt certain animals and only at certain times of the year. These are called seasons, for example, the "duck season" or the "deer season";
- it is against the law to hunt in some provincial and national parks. In Manitoba these are Birds Hill Provincial Park and Riding Mountain National Park. It is against the law to carry a gun or fire it in some areas of other provincial parks. Signs may be posted in these areas. It is a good idea to talk to a conservation officer or park ranger before you go hunting in provincial parks.
- it is against the law to hunt on private property unless you get the permission of the owner.
- you cannot hunt big game birds or animals on Sunday;
- you must wear certain clothing when hunting big game animals: an outer suit that is white or white and orange; a hat that is bright orange.

NOTE: You do not need a licence to hunt certain small animals such as rabbits or squirrels. These animals can be hunted any time of the year, including Sundays. For more information on these animals, phone or go to one of the offices listed in the box at the beginning of the section called "Hunting and Fishing".

IMPORTANT: If you are found to have killed animals you are not permitted to hunt, you will have to pay a large fine. Your gun, equipment (including your car) and your hunting licence can be taken away from you.

Buying Guns for Hunting:

Persons over 16 years of age who want to buy a gun or firearm for hunting must first get a Firearms Acquisition Certificate. You do not have to get this certificate if you bought your gun before January 1, 1979. In Manitoba, you must go to a R.C.M.P. detachment office nearest you to get this certificate. The certificate costs $10.00. You can use this certificate for 5 years. You can buy any number of firearms during these 5 years. You only have to get this certificate once. After 5 years, you must get a new certificate. This will cost $3.00. The certificate will allow you to possess firearms during the next 5 years.

Persons under 16 years of age cannot buy a firearm. Persons between the ages of 12 and 16 may borrow and use guns if they get a permit and if they only use the gun under supervision. You can go to an R.C.M.P. office for this permit. This permit is free.

NOTE: For more information about buying or using guns in Manitoba, go to or phone your nearest R.C.M.P. office. Look in your telephone book under R.C.M.P.

Fishing:

- the fishing season is usually May to March;
- you must buy a fishing licence (most sporting goods stores sell these licences);
- You can only catch a certain number of most kinds of fish per day. This is called your limit.

REMEMBER:

- If you catch more than your limit, your fish, fishing rod and other equipment can be taken away from you. You will also have to pay a large fine.
- If you are fishing from a boat, be sure to wear a life jacket.

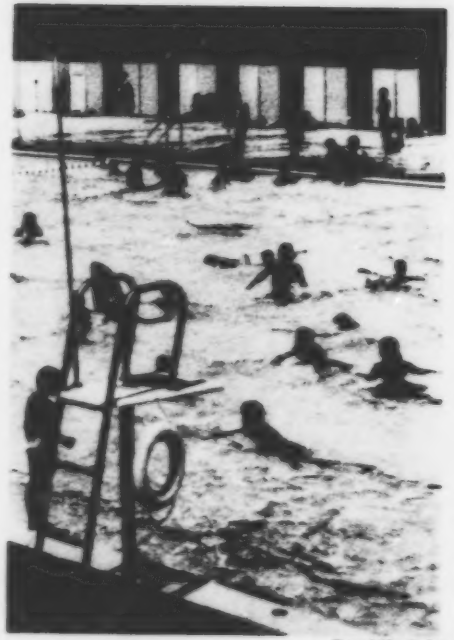
There are other rules you must follow when hunting or fishing. There is not enough room in this book to list them all. Before you go hunting or fishing, it is a good idea to phone or go to one of the offices listed in the box at the beginning of the section called "Hunting and Fishing". Ask them for the books "Manitoba Game Bird - Big Game Seasons" and "Manitoba Sport Fishing Guide". These books have all the information you need to know about hunting and fishing. The people at these offices can tell you which animals and fish you are permitted to hunt and fish. They can also explain the hunting and fishing laws to you and give you more information on wildlife certificates, hunting licences and safety courses.

Sports

Most people in Manitoba and Canada like to participate in sporting activities. It helps them to keep physically fit and they can enjoy themselves at the same time. Some favourite sports people in Manitoba enjoy are skating, swimming, bicycling, golf, tennis, bowling and jogging.

Travel Manitoba

Tobogganing is a winter sport many people in Manitoba enjoy. All you need is a toboggan or a sled and a hill to slide down!



Travel Manitoba

Swimming at one of Manitoba's many public swimming pools. You can usually take lessons to learn how to swim or to learn how to save people from drowning. Look in the yellow pages of your telephone book under "Public Swimming Pools" to find out about one in your area or go to your local municipal town office.

Spectator Sports

Winnipeg Hockey Arena and Stadium Box Office
1430 Maroons Road
See No. 20 on Map B
Open 9:30 - 5:30 Monday to Saturday
For tickets phone 786-8725; if you live outside of Winnipeg, you can call 1-800-362-3306 collect.
Buses: All Portage-Polo Park.

Winnipeg Jets Hockey Team

Sometimes, people like to watch sports instead of taking part themselves. People who watch sports are called spectators.

Manitoba has two popular professional sports teams. One is the Winnipeg Jets hockey team. The other is the Winnipeg Blue Bombers football team. During the hockey season, usually September to April, you can see the Winnipeg Jets play at the Winnipeg hockey arena at 1430 Maroons Road. During the football season, usually June to November, you can see the Blue Bombers play at the Winnipeg Stadium at 1465 Maroons Road.

Winnipeg Blue Bombers Football team

You can buy tickets to see these games at the arena and stadium box office. See the box on the previous page.

Curling Game

Curling in winter and baseball in the summer are other examples of sports people like to watch. Often, community centres or schools are places where you can go to see lively sports. This is usually free.

Community Recreation

Community Clubs or Centres

General Council of Community Centres
265 Osborne Street South
See No. ● on Map A
Open 9:00 a.m. - 12:00 noon Weekdays
Phone 256-5209
Buses: Osborne, Selkirk, Corydon,
N. Main, Pembina Hwy./University.

A community centre or club is a place where you can go to be with other people from your neighbourhood. There are many things to do at a community centre. You can take part in or watch sports such as hockey, baseball or football. You can go to classes to learn how to sew, knit or make pottery. Some centres have social events such as bingos or dances.

Most of the work, such as planning the many activities, is done by people who use the centre. They do not get paid for this work. They are called volunteers. Working at a community centre is a good way to make friends and to feel part of the community you live in.

A Weaving Class

If you need more information about community centres in Winnipeg, go to or phone the General Council of Community Centres. See the box above.

Young Men's Christian Association (YMCA) and Young Women's Christian Association (YWCA)

YOUNG MEN'S CHRISTIAN ASSOCIATION (Y.M.C.A.)

Winnipeg
301 Vaughan Street
See No. ● on Map A
There is always somebody at the desk 24 hours a day, 7 days a week.
Phone 942-8157
Buses: Sargent, Ellice, or any bus going downtown near The Bay on Portage Avenue.

Brandon
231 8th Street
See No. ● on Map A
There is always somebody at the desk 24 hours a day, 7 days a week.
Phone 727-5456

YOUNG WOMEN'S CHRISTIAN ASSOCIATION (Y.W.C.A.)

Winnipeg
447 Webb Place
See No. ● on Map A
There is always somebody at the desk 24 hours a day.
Phone 943-0381
Buses: Sargent, Ellice, or any bus going downtown near The Bay on Portage Avenue.

Brandon
148 11th Street
See No. ● on Map C
There is always somebody at the desk 24 hours a day.
Phone 727-5014

Thompson
39 Nickel Road
There is always somebody at the desk 24 hours a day.
Phone 778-7552

There are two YMCA's and three YWCA's in Manitoba. These are places where men and women can go to take part in recreational and educational programmes. Here you can take classes to learn how to do many things such as repairing your car or learning how to budget your money. Classes are also offered in fitness, sports and dance. There are special classes for children in swimming, dance, art and gymnastics. Fees are from $20.00 to about $36.00 for these and other classes. The number of lessons you receive for this price varies from seven to eleven.

The YWCA in Winnipeg has a Children's Daycare Centre for children up to 6 years of age. You can take your child here while you are taking classes. Rates are about $1.00 per hour per child. The YWCA in Winnipeg also has an indoor swimming pool, fitness centre and gymnasium that you can use at certain times of the day. You will have to pay a small fee to use these facilities. All members of the family can use the swimming pool during open swim periods.

The YMCA has Family Branches for both sexes in several areas of Winnipeg. Here the whole family can enjoy the various recreational and educational programmes offered.

Manitoba Liquor Laws

In Manitoba, there are laws that people who drink or consume liquor must follow. Stores, restaurants, hotels and other places that sell liquor must follow certain rules also. You can also get more information on liquor laws by calling or going to the nearest R.C.M.P. detachment in your area. Look in your telephone book under R.C.M.P.

Winnipeg
City of Winnipeg Police Department
151 Princess Street
See No. 1 on Map A
Open 8:30 - 4:30 Weekdays
Phone 985-6220
Buses: Talbot, Grey, Sargent, Portage-Polo Park, Corydon, N. Main, Osborne, Selkirk, East Kildonan, Mountain.

Brandon
City of Brandon Police Department
962 Queens Avenue
See No. 1 on Map C
Open 8:00 - 5:00 Weekdays
Phone 725-2345

Legal Age

- It is against the law for anyone under the age of 18 years to buy or drink liquor;
- Persons under 18 years may drink liquor in restaurants only if it is purchased by a parent or spouse and is consumed during a meal.

NOTE: These laws do not usually prevent persons under 18 years to drink liquor in their own home if they have their parents' consent.

WhereYou Can Buy Liquor

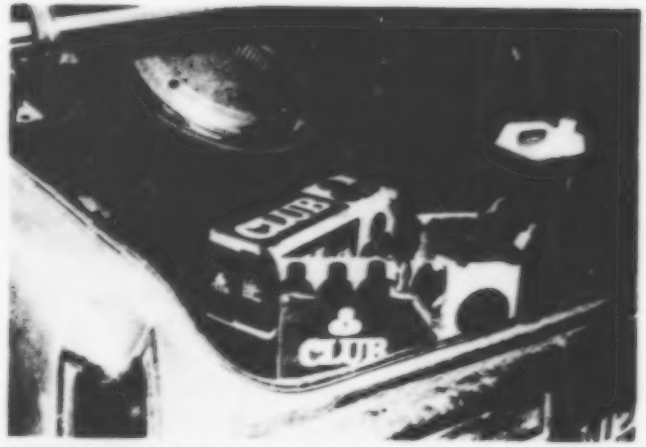
In Manitoba, you can buy beer by the case and other liquor by the bottle or case from Manitoba Liquor Commission stores. You can also buy liquor from government approved local vendors all over Manitoba. A vendor is a business, such as a hotel, that is licenced to sell liquor.

Transporting Liquor

- It is against the law to carry open liquor inside your car. Open liquor can be a beer case with one or more bottles of beer missing. It can also be a whiskey or wine bottle that has been opened.
- You must carry all open liquor in the trunk of your car. If you do not have a trunk on your vehicle, open liquor must be stored as far away as possible from the driver of the car.
- It is against the law for anyone to drink liquor inside a car.

See the Chapter called GOING PLACES. This chapter has information on the laws against driving when you have been drinking liquor.

WRONG WAY: THIS IS ILLEGAL.



RIGHT WAY: THIS IS LEGAL.

Where You Can Drink Liquor

- If you buy liquor to drink in your private home, you are allowed to drink it both inside the home and in your yard, patio, porch or balcony.
- It is against the law to drink liquor in public places such as on streets or in stores, or in the hallway of an apartment building. A public place is anywhere where the public can go. Hotel beverage rooms, restaurants and other places that are licenced to sell liquor are the only public places you can drink liquor.

Camping:

- You are not allowed to drink liquor in public areas of city, provincial and national parks. However, if you are camping and have rented a campsite, you are permitted to have liquor within your campsite only.

Hunting and Fishing:

Remember the dangers of drinking before or during the time you are hunting or fishing.

- It is against the law to possess or drink liquor in a boat or other transportation you use for hunting or fishing.

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The Family

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The Family

This Chapter will help you understand some things about Canadian families. The Chapter has information families living in Canada should know about. There is information on family law in Manitoba. There is information on getting married, having children, daycare and many other things. This Chapter will also tell you where you can go if you need help with these things.

In Canada, a "family" usually means a husband, wife and their children. Grandparents and other relatives do not usually live in the same family home. They are not part of the same "family" group. There are good reasons for this. It is not because family members do not care about each other. One reason is that Canada has pension systems and plans. People pay money into government or company pension plans. They do this for many years. When they retire or stop working, they can get this money back. They have enough money to take care of themselves. They do not have to depend on other family members to support them. Older Canadians think being independent is important. They feel happier when they can do this. Another reason is that it is normal for young families to move from one place to another. They may want to find better jobs. They may want their children to go to better schools. Grandparents and relatives may not want to move. As this happens more and more, the family group changes. Today, it is common for people to live far away from other family members.

How Families Live

Canada is made up of many different religious and ethnic peoples. People in Canada have a right to raise their children according to their religious and cultural backgrounds. But people must also respect the laws of Canada. These laws protect each person in the family group.

Even the children help with the cooking in this family.

Most families in Canada have one to three children. Parents are legally responsible for their children until they reach the age of 18 years. This means that parents must provide for their children's needs until they are at least 18 years old. In Manitoba, a person who is 18 years old is an adult. Most children will live with their parents until they reach this age. Then many will find jobs and will find their own place to live. Others will continue their schooling. They may want to live with their parents until they are finished college or university. Many parents find that their children are eager to start a life of their own once they become adults.

Most people marry when they are between 20 and 30 years old. They choose their own partners to marry. Many people think it is important to have good jobs, a nice place to live and money saved before they have children. Some people choose not to have any children.

Changing Ways of Living

Years ago, people in Canada felt women should only work in the home. Mothers taught their daughters early in life to be good homemakers. Women married young and had children soon after they married. Men worked to earn money for the family.

Today, it is common for both the mother and father to work outside the home. This is partly because they want to earn more money. It is also because people believe that men and women are equal. They believe that they should have equal rights. Some women may choose to stay in the home and raise children. Other women may choose to work outside the home. Many people feel women should have these choices.

When both the husband and wife work outside the home, many old ideas change. Now, many husbands help clean the house, wash the clothes and care for the children. They share this work equally. Each family decides how these changes will happen.

Equal Pay for Equal Work

Women who work outside the home must be paid an equal wage for equal work. This means that if women are hired to do the same job as men, they must be paid the same wages. This is a law in Canada. If you feel you are not being paid an equal wage for equal work, you should:

- tell your union respresentative. They are there to help you; or
- phone or go to the Employment Standards Branch. See the section "Know Your Rights and Responsibilities" in the Chapter called WORKING IN MANITOBA.

Getting Married in Manitoba

VITAL STATISTICS OFFICES

Winnipeg

Vital Statistics Office
Room 104, 401 York Avenue
See No. 11 on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3701
Buses: N. Main, McGregor, Selkirk, Wolseley, Stafford, Corydon, Academy, Osborne.

Brandon

Provincial Building
2nd Floor, 340 9th Street
See No. 1 on Map C
Open 8:30 - 4:30 Weekdays
Phone 728-7000

NOTE: If you live outside Winnipeg or Brandon, go to or phone a County Court or Town Office in your area.

The County Court Office at
405 Broadway Avenue
in Winnipeg.

In Manitoba, people can get married in two ways. They can be married in a religious ceremony. They can also be married in a civil ceremony. A religious ceremony is performed by a priest, minister, rabbi, etc. A civil ceremony is performed by a person who is licenced to do this. There will not be any religious customs performed at a civil ceremony. To be legally married in

Manitoba, you must first have a marriage licence and a blood test.

NOTE:
- In Manitoba, a person over the age of 16, but under 18 years of age must have the written consent of his or her parents before they can marry.
- In Canada, there are laws that say people who are closely related, such as an uncle and niece, cannot be legally married in Canada.

The Marriage Licence

You can get a marriage licence from the offices listed in the box on page 265. You can also get marriage licences at some jewellery stores. The marriage licence is a legal document. When you go to get a marriage licence, bring papers that prove who you are and that you are free to marry. Both persons to be married must each fill in an application form. Each person should take:

- A citizenship certificate
  OR
- A birth certificate or passport.

If you are divorced, take your decree absolute papers.

If you are widowed, take a death certificate or the death notice of your spouse's death from the newspaper.

If you do not read English very well, take a person with you who can. You can get an interpreter through the International Centre, 700 Elgin Avenue, if necessary. See the Chapter called YOUR FIRST DAYS IN MANITOBA.

The marriage licence costs $10.00. You must have it at least 24 hours before you are to be married. You must get married within 90 days after you get the licence.

The Blood Test

Make an appointment at a doctor's office to have a blood test. It is a test for a venereal disease called syphilis. You must have this test at least 30 days before you plan to marry. The reason for this test is to make sure that the disease is reported and treated. If you have syphilis, it will not prevent you from getting married. But doctors can treat it before it spreads to your spouse.

The Marriage Ceremony

Winnipeg

County Court of Winnipeg
Room 224, 405 Broadway Avenue
See No. [redacted] on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3125
Buses: Sherbrook, Corydon, N. Main, Pembina, Osborne, Wolseley, McGregor, Stafford, Academy.

Brandon

Provincial Building
See the box in the section of this chapter called "Getting Married in Manitoba".

Take your marriage licence and your blood test report with you when you go to arrange your marriage ceremony.

If you want a religious ceremony, go to your church, synogogue, mosque, etc. to make the arrangements. If you want a civil ceremony, you can make arrangements at a County Court or Town Office. See the box above.

In a civil ceremony, you will usually have to make an appointment for the day and time you want to get married. In some County Courts you may be able to be married the same day as you go to make arrangements. At a County Court you will have to be married on a working day - that is Monday to Friday, 8:30 a.m. to 4:30 p.m. It will cost $15.00.

A marriage commissioner can also perform the ceremony in your home or elsewhere. They will also do this on weekends. You can find the names of Marriage Commissioners in the yellow pages of the telephone book.

Common-Law Relationships

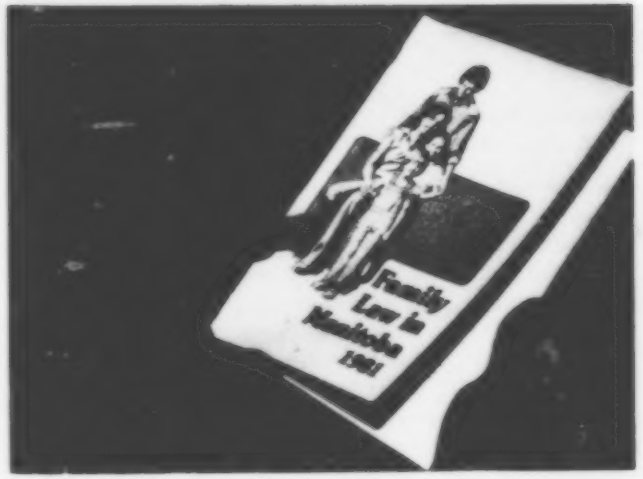
Some men and women are choosing to live together as husband and wife without being legally married. This is called a common-law marriage. In some ways, a common-law marriage is the same as a legal marriage. Under the Family Law of Manitoba, if two people have lived together for more than one year:

- A common-law spouse is responsible for supporting the other spouse's child while the couple live together.
- If this couple decide to own property together, each person should sign the contract. If the relationship ends, both partners have a right to the property.
- If the common-law spouses have a child together, both parents have joint responsibilities for the maintenance of that child.
- Where common-law spouses have lived together for 2 years and have had a child:
  - if their relationship ends, both partners have the same rights to maintenance for themselves. See the next section called "Family Law" for more information on Maintenance.

Family Law in Manitoba

A new family law was passed in 1978. The law supports many of the ideas of equal rights and responsibilities of both partners in the marriage.

The law is made up of two parts or 'Acts'; the Marital Property Act and the Family Maintenance Act.



The Marital Property Act

The Marital Property Act states that the property a couple buys during their marriage, belongs equally to each spouse. Property means such things as a house, furniture, car and money. Both husband and wife own half of everything. This law recognizes that a person who does not work outside the home is still making an equal contribution to the marriage and family. Some things this Act says are:

- The home the family lives in cannot be sold or mortgaged without each person agreeing in writing.
- The husband and wife have a right to equal use and enjoyment of family property.
- The husband and wife are responsible for helping each other.
- Each spouse or marriage partner has the right to know financial information about the other. In other words, husband and wife are equal partners.

The Family Maintenance Act

The Family Maintenance Act says how members of the family will share equally if the marriage ends. This is often called marriage breakdown. Either husband or wife may have to pay money for food, rent, clothing and so on to the other as decided by the court.

Because these ideas of equality between husband and wife have become law, it is illegal to act differently. This helps people to think more clearly about what equal rights and responsibilities mean within family life.

There is a booklet called "Family Law in Manitoba". It explains this law. For this book, go to or phone: Child Welfare, Family Law and Maintenance Section, 6th floor - 405 Broadway Avenue. Phone: 944-2841.

Children

Vital Statistics Office
Room 104, 401 York Avenue
See No. [redacted] on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3701
Buses: N. Main, Corydon, Academy, Osborne, Stafford, McGregor, Selkirk, Wolseley.

Registering a Newborn Baby

In Manitoba most babies are born in hospitals. While the mother is in the hospital she will be given a birth registration form to fill in. People in the hospital send the form to the

Vital Statistics Office. This registers the child's birth. To get the child's birth certificate, go to or write the Vital Statistics Office. For information on where it is and how to get there, see the box on the previous page.

NOTE: There is a small charge for the birth certificate ($5.00).

Family Allowance Programme

Winnipeg
Family Allowance Office
Bestlands Building
191 Pioneer Avenue
See No. [redacted] on Map A
Open 8:00 - 4:30 Weekdays
Phone 949-3640
Buses: Provencher, Wolseley, Tache, Corydon, N. Main, Selkirk.

Brandon
Federal Building
153 11th Street
See No. [redacted] on Map C
Open 8:00 - 4:30 Weekdays
Phone 727-0471

This is a federal government programme which gives money to parents to help care for their children. A certain amount of money is paid once a month for each child until the child is 18 years old. Payments will stop in the month the child reaches 18 years. A cheque is usually sent to the mother.

You can get this family allowance for your children if you:

- have been admitted as a permanent resident,
  OR
- are a visitor for at least a year and you pay income tax.

How to Apply

To get an application form for Family Allowance, go to

- a Family Allowance Office (see box on page 270). There are seven offices in Manitoba. Look in your telephone book under "Government of Canada".
  OR
- a post office. Most post offices in Manitoba have these application forms.

If your child was born outside of Canada, take proof of the child's birth with you. This could be:

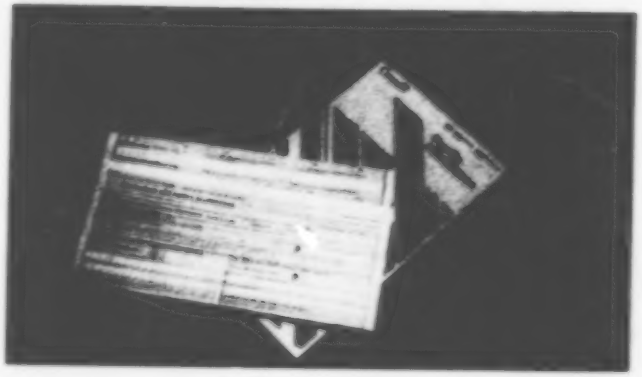
- a birth certificate
  or
- a baptismal certificate
  or
- a passport or an immigrant identity certificate

Do not wait to fill in your application form if you do not have proof of birth. The Family Allowance Office will help you get your application ready. Ask when you can expect payments to begin.

Family Allowance payments for a child will end:

- when a child reaches 18 years of age
  or
- when a child leaves the home to live somewhere else
  or
- when a child earns a taxable income
  or
- when a child dies

You must tell the Family Allowance Office if any of these things happen. You will get money up to and including the month in which a change happens. If you get money for this child after these changes happen, you may have to pay that money back to the Canadian Government.



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Family Planning

PLANNED PARENTHOOD MANITOBA INC.

Winnipeg
Room 1000, 259 Portage Avenue
See No. 11 on Map A
Open 8:30 - 4:30 Weekdays
Phone 942-0407
Buses: All buses going downtown near Eaton's.

Brandon
Room 202, 107 7th Street
See No. 11 on Map C
Open 8:30 - 4:30 Tuesday, Wednesday, Thursday
Phone 727-0417

Today, it is possible to plan for the number of children you want to have. Many people in Canada believe every person has a right to decide whether or not to have a child.

If you:

- are single or married and are having sex; AND
- you do not want to have a child

you should know about the different birth control methods available. Most methods are devices or pills you use or take to prevent a pregnancy.

Most of these methods are used by the female. Some methods are better than others. You should visit your doctor for a complete physical examination. The doctor will explain the different methods to you. He can help you decide which one is best for you.

There are many clinics in Manitoba that have information on family planning. Planned Parenthood of Manitoba is an organization that teaches people about family planning methods. They have free written material on family planning in several different languages. See the box on the previous page

Help With Child Care

An occasional babysitter

Occasional Care

Sometimes, parents need someone to look after their children for a few hours or days. If grandparents or other relatives live near you, you will probably ask them for this help. You can also hire a baby-sitter to care for your children. Many people in Canada do this. A baby-sitter is a person you hire to come into your home to care for your children. This person may be a friend or neighbour. A baby-sitter may also be:

- a teenager from your neighbourhood. Some of these sitters will have taken training in baby-sitting. Ask your neighbours for the names of teenagers who will babysit.
- an adult who baby-sits to earn money. You can find the names of adult sitters in the Classified section of the newspaper. Sometimes you can find the names on advertising boards in supermarkets, schools and so on.

These persons are usually called occasional baby-sitters. You only need them for a few hours at any time. They are usually paid by the hour. In Winnipeg, most occasional baby-sitters are paid from $1.00 to $2.00 per hour.

Have a talk with the person you want as a baby-sitter. It will help you decide if you can trust that person. Ask the sitter what kind of childcare experience she or he has. Ask for the names of parents she or he has babysat for before. Have a talk with these parents to make sure that their children were well cared for. Tell the sitter what you expect her or him to do. In Canada, many baby-sitters expect to be given a snack food and to be allowed to watch TV or listen to music after the children are asleep.

NOTE: Always leave a phone number where you or some responsible person can be reached in case of an emergency.

When You Need Daily Child Care

If both the mother and father work outside the home, they will need someone to care for their children every day. Daycare is a word used to describe this kind of care. In Manitoba, there are four main kinds of daycare parents can use.

The kind of care you choose will usually depend on:

- the age of your children
- the amount of money you will have to pay
- the number of hours and time of day you need this care.

The offices listed in the box at the beginning of the next section can help you make this choice. If you cannot pay the cost of daycare, they may be able to help you.

Licenced Daycare in Manitoba

CHILD DAYCARE SERVICES

Winnipeg
Room 306, 267 Edmonton Street
See No. ● on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-2197
Buses: All buses going downtown near Eaton's.

Brandon
Provincial Building
2nd Floor, 340 9th Street
See No. ● on Map C
Open 8:30 - 4:30 Weekdays
Phone 728-7000 and ask for extension 225

NOTE: These are not daycare centres for children.

Licenced Daycare centres or licenced daycare homes are places that care for groups of children. These places must follow rules and conditions set by the Government of Manitoba. These rules make sure children are safe from danger. The rules also make sure children get proper food and care. Parents are charged a set fee per day for this care.

Help in Paying Daycare Costs

The government can help some people pay for daycare costs. This help is called a subsidy. The government will pay, on your behalf, some of the money needed to pay daycare fees. The government can only give subsidies to parents if their children go to a daycare centre or a daycare home that has been licenced by the Manitoba Daycare Programme Office.

To get this help, you must be:

- working, or
- attending school or a training course; or
- taking medical treatment.
- If you or your children have special needs, such as a problem with the health of one of the parents, you can also get this help.

The amount of the subsidy you may get will depend on your family income. If you make enough money to pay these fees yourself, you may not get this help.

There are many licenced daycare centres in Manitoba. The Daycare Services Offices have a list of them. You can also look in the

yellow pages of your telephone book under "Day Nurseries".

For more information on help in paying for daycare, phone or go to one of the offices listed in the box at the beginning of the section called "Licenced Daycare in Manitoba".

Licenced Group Daycare

Group Daycare Centres can be in a church or community centre. These daycares can also be located in a building which is especially designed for daycare. Groups of children are cared for by daycare workers. These workers usually have experience or special training in childcare. Licenced group daycare centres care for children from 2 to 5 years of age. Few group daycare centres care for children under 2 years of age. These centres are usually open from 7 a.m. to 6 p.m. Centres will care for children for up to 8 hours in a day.

Licenced group daycare centre at the International Centre in Winnipeg

Licenced Daycare Centres for School-Aged Children

These are centres where children can go before school, at noon hour and after school while their parents are at work.

Some centres are located in schools or nearby community centres. Children who go to these centres are usually between the ages of 6 and 12 years.

Licenced Family Daycare Homes

This type of daycare is given in a private home. A person is licenced to care for up to 5 children in his or her home. The hours a daycare home is open is about the same as the group daycare centres. These homes usually care for infants from as young as 3 months up to school-aged children.

Unlicenced Daycare Providers

Unlicenced daycare providers are also called babysitters. A babysitter is chosen and hired by the parents. The amount of money paid is decided by the parent and the babysitter. The hours worked are also decided this way. The government does not set any rules for baby-sitters. You may have relatives, friends or neighbours who can provide this service. You can also look in the classified section of your newspaper under "Domestic Help".

NOTE: The Government of Manitoba will not help pay the cost.

444 DOMESTIC HELP

RESPONSIBLE WOMAN IN WOLSELEY area req. for in-home babysitting of infant. Would be for occasional full day or evg. References req. Good remuneration & working environment. 772-2622 evgs.

REQ. IMMED., RELIABLE MATURE sitter for 2 children, ages 8 & 2. 9 a.m.-9 p.m. Mon.-Thurs. Quailridge area 888-3344 off. 888-9234.

HELP WITH HOUSEWORK 3 DAYS a week, able to stay if homeowner away preferred but not essential. Ph. 489-4883.

HOUSE HUSBAND WILL BABYSIT pre school children in my home. $45 per wk. Lunch inc. St. Bon./Norwood area. 237-9353

RELIABLE BABYSITTER FOR evg. & weekends. Ft. Garry nr. Victoria Hospital. 261-2827 aft. 4.

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A parent can claim some of the money spent on childcare expenses on Canada Income Tax returns.

In 1981, a parent could claim $1,000.00 for each child up to a maximum of 4 children. You may be asked to send receipts to show how much you spent on childcare in that year. If you pay your babysitter by cheque, you can use the cancelled cheques as a receipt. If you pay using cash, be sure that the babysitter agrees to give you receipts for the money you paid. You will also need to give the babysitter's Social Insurance Number. For more information on Income Tax, see the section called "Taxes" in the Chapter called SPENDING AND SAVING MONEY.

Children and the Law

There are laws in Manitoba to protect children. This law is called the Child Welfare Act. Under this law children are protected from physical beatings by an adult; sexual abuse or lack of protection from harm. An example of lack of protection from harm is leaving a child under 12 years of age alone in a home. The child could get burned on a stove, fall, or play with matches and set a fire. Leaving a young child alone is very serious.

Children are protected by Child Welfare Agencies if these things happen continually. Child Welfare Agencies try to keep families together. But if parents break the laws, their children may be taken away from them. It is important that these laws exist. They make sure that children have a right to live in safety.

CHILD WELFARE SERVICES

Winnipeg

Children's Aid Society of Winnipeg
114 Garry Street
See No. 37 on Map A
Open 8:30 - 4:30 Weekdays
Phone 942-0511, 24 hours a day
Buses: Sherbrook, St. Mary's, St. Anne's.

Children's Aid Society of Eastern Manitoba
123 B Marion Street
See No. 38 on Map A
Open 9:00 - 5:00 Weekdays
Phone 233-8931, 24 hours a day
Bus: Marion.

Continued on next page

Continued from previous page

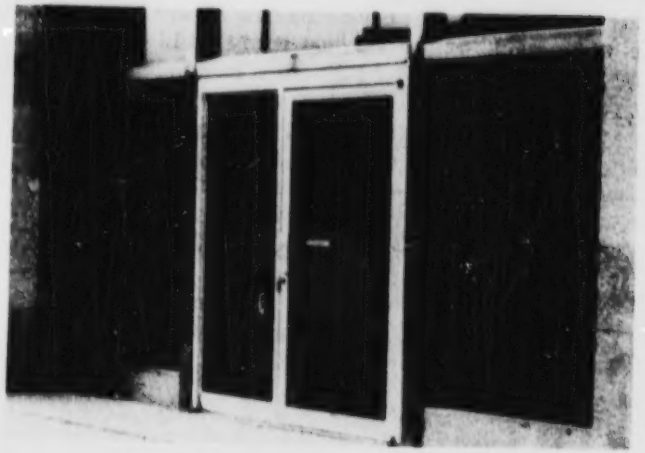
Brandon
Children's Aid Society of Western Manitoba
340 9th Street
See No. 1 on Map C
Open 8:30 - 4:30 Weekdays
Phone 728-7000 during regular hours,
728-7110 for after hour emergency,
collect 1-800-852-2700 if you live outside Brandon

Portage la Prairie
Children's Aid Society of Central Manitoba
25 3rd Street S. E.
Open 8:30 - 4:30 Weekdays
Phone 857-8751

Child Welfare Agencies

These organizations are available 24 hours a day to answer calls where children are being abused, abandoned or are in danger. They are responsible for seeing that the child Welfare Act is being carried out. They act in the following areas:

Protection from abuse - if the agency has reason to believe a child is being neglected or abused they can take the child from that home and put it in a foster home. This may be for a short time while they try to help the family make changes. If the family cannot change so that the child is properly cared for, the child may be taken from the home permanently. However, this only happens when parents cannot keep a good home for children. The agency tries to make families stronger and, when possible, keep children in their home.



Foster Homes - The agency chooses foster homes which will provide a good place for children to live for a short time. They check on the homes on a regular basis.

Separation and Divorce

Separation

When there is a marriage breakdown the couple may choose to live apart. They may agree with each other on how they will live apart, and such things as money arrangements and care of the children. They may choose a legal Separation Agreement. A separation agreement is usually written by a lawyer and describes such things as maintenance payments for food, rent and responsibility for child care and use of property.

If the couple cannot reach an agreement, either person may apply to the courts for an order of separation.

Divorce

The common grounds for divorce in Manitoba are:

- Mental or physical cruelty
- Adultery
- Marriage breakdown. This is proven if the couple has lived apart for three years, or if one person has deserted or left the other over a period of five years.

The Family Law of Manitoba governs division of property and the care and responsibility for the children in the divorce agreement. Each person is usually represented by his or her own lawyer. Legal Aid will help if you cannot afford your own lawyer. See the chapter called YOU AND THE LAW to learn about Legal Aid.

NOTE: If you are divorced or want a divorce, you don't have to fear deportation even if your spouse was your sponsor when you immigrated to Canada.

Marriage and Family Problems

CHILD AND FAMILY SERVICES DISTRICT OFFICES
DEPARTMENT OF COMMUNITY SERVICES AND CORRECTIONS

Central Office Winnipeg

189 Evanson Street
See No. 17 on Map B
Open 8:30 - 4:30 Weekdays
Phone 786-0351
Buses: All buses going down Portage Avenue.

Westman Region Brandon

2nd Floor, 340 9th Street
See No. 1 on Map C
Open 8:30 - 4:30 Weekdays
Phone 728-7000 and ask for extension 246.
After hours emergency number: 946-7601

Many people, at some time in their life, have personal problems. Unemployment, high costs and changing ways of living have caused problems for many persons and families. Sometimes, people need help with these problems. There are many agencies in Manitoba who provide this help. If you are feeling depressed or if you are having problems with your marriage or with your children, the people at these agencies can help.

These people are called social workers or counsellors. They have special training. They will teach you to talk about your problems with your spouse, children, or others. They will listen to both sides of the story. They will not tell you what you must do. But they will help you realize what your choices are to help you solve these problems. If you are going through a separation or divorce, they may be able to help you adjust to this new way of living.

People should not be ashamed or afraid to ask for this help. It is better to try to solve problems than to let them get worse. The things you may tell a counsellor may be very private. These counsellors are not allowed to talk about your problems to others. They keep everything confidential.

Where to go for Help

Klinic Inc. Community Health Centre
See the section "Clinics" in the chapter called MEDICAL SERVICES.

Mount Carmel Clinic
See the section "Clinics" in the chapter called MEDICAL SERVICES.

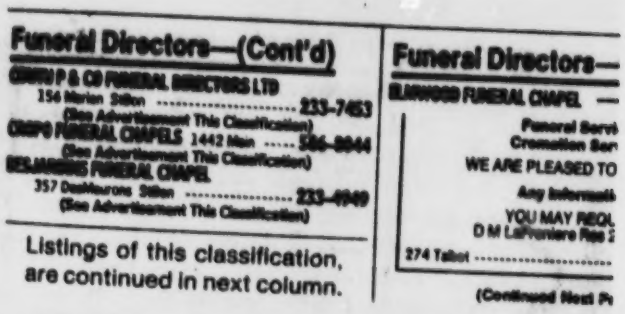
Family Services of Winnipeg
4th Floor, 287 Broadway Avenue
See No. 31 on Map A
Open 8:30 - 5:00 Weekdays
Phone 947-1401
Buses: Grant, Sherbrook, Talbot, Pembina Hwy., King's Park, Grey.

If you are having personal problems, it is a good idea to talk to your family doctor. Most doctors will know where you can go for help. The Manitoba Department of Community Services and Corrections has district offices in many areas of Manitoba. We have listed two of them. Look in your telephone book under "Government of Manitoba" to find out if there is an office near you. In Winnipeg, Family Services of Winnipeg, the Mount Carmel Clinic and Klinic Inc. Community Health Centre are also good places to go for this help. See the boxes above.

If There is a Death in the Family

Everyone knows how hard it is when someone close to you dies. Even though you and other family members are very upset, many things have to be taken care of. This section will give you some advice on the things that you must do if there is a death in your family.

When Death Occurs



- If a family member dies at home, call your doctor and an ambulance. If the death is sudden and unexpected call the police too.

- Call or go to a funeral home. They are listed in the yellow pages of the telephone book under "Funeral Directors". They can help with all the funeral arrangements.
- Call or write to relatives, employer, friends and other people who should know about the death and the date of the funeral. Your friends or neighbours can help with this.

Death Certificate

The funeral director will issue a Registration of Death. The doctor will complete a Certificate of Death. This Certificate must be sent to the Vital Statistics Office in Winnipeg. See the box at the beginning of the section called "Getting Married in Manitoba".

The Funeral

Funeral Planning and Memorial Society of Manitoba
790 Banning Street
See No. ● on Map B
Open 9:00 - 4:00 on Monday only
Phone 783-8312
Bus: Sargent.

The people at the funeral home can help you with the plans for the funeral. Funerals cost money. Be sure to let them know what you can and cannot afford. The Funeral Planning and Memorial Society of Manitoba can also help you plan a funeral. This is a free service. See the box above.

There are two ways to have a funeral:

- the body can be buried in a cemetery. You will have to pay for the casket or coffin and the cemetery plot.
- the body can be cremated or burned. This is usually cheaper than burials. The ashes from the body can be placed in an urn and kept in a special place.

You will also have to pay the funeral home money for helping you arrange the funeral. If you wish, the funeral home can also look after the newspaper notice of the death.

The funeral can be held in a church of your choice or in the funeral chapel of the funeral home.

Wills

LAW SOCIETY PHONE-IN
AND LAWYER REFERRAL SERVICE

See the section on Lawyers in the chapter called YOU AND THE LAW.

As you may know, a will is a legal document. It is a written statement of how a person wants his or her estate managed after that person dies. An estate means all the property and possessions owned by that person. Wills state who will get the property or money.

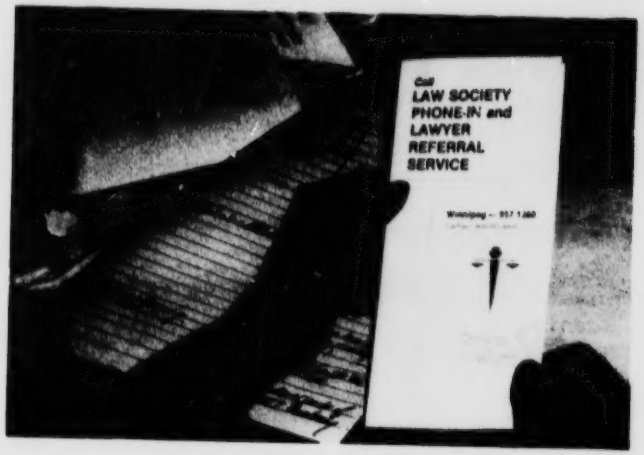
Everyone should have a will. This is the only way to make sure that your wishes are carried out after you die.

If you are married with children, it is especially important. In the will, you should state how you want your property and possessions divided among your spouse and children. You should name a guardian for your young children if both you and your spouse should die. You may wish to give certain possessions to other people. They should also be named in the will.

You must also have an executor of your will. This is a person you name to be responsible for carrying out all your wishes. This person can be a friend or relative. You should make sure that this person is willing to do this and knows what your wishes are.

See a lawyer about making a will. They know the laws. They will tell you what is important to state in your will.

If you would like more information on making wills or where to go for legal advice call the Law Society of Manitoba. See the box above.



Guide to Chapter 8

Spending and Saving Money

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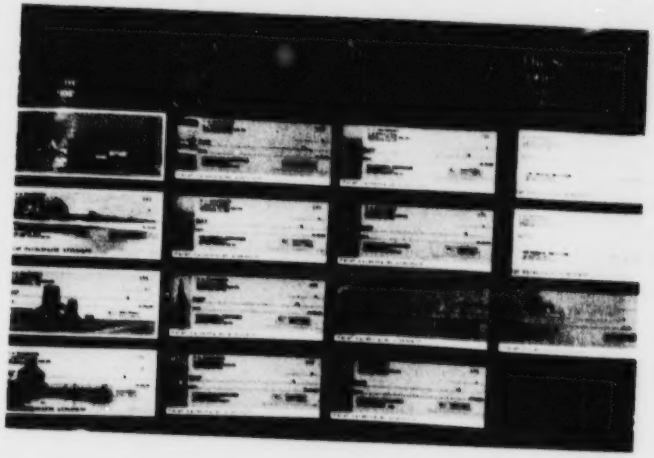
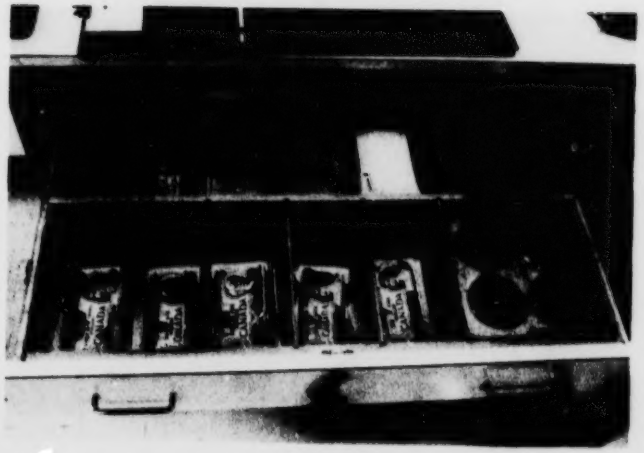


Spending and Saving Money

This chapter will tell you many of the things you may need to know about spending and saving your money wisely. There is important information on using banks and borrowing money. The chapter also explains the different kinds of insurance you can buy. There is information on income tax and filing an income tax return. If you need more information or help, there are a number of places you can go. They are listed in this chapter. Some of these places will arrange for an interpreter. Some have written information in your own language.



Consumer Protection

Consumer Help Office
International Centre
700 Elgin Avenue
See No. 1 on Map A
Open 8:30 - 4:30 Weekdays
Phone 772-0346
Buses: Sherbrook, William

Consumer Help Office
Community Consumer Credit Counselling Service
Room 702, 504 Main Street
See No. 12 on Map AA
Open 9:00 - 5:00 Weekdays
Phone 944-9704
Buses: N. Main, Mountain, E. Kildonan, Corydon, Osborne, Selkirk.

NOTE: Translation services are provided for newcomers at the International Centre.

Consumers' Bureau
307 Kennedy Street
See No. 13 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 956-2040
Buses: Any bus going downtown near The Bay.

NOTE:
- The Consumer's Bureau is a Manitoba Government Office that will help answer your questions and solve any problems by making sure your rights are enforced.
- Written information is available in several languages.

A consumer is any person who spends money on goods or services. Consumer protection organizations are places that help protect your rights when you buy or sell goods and services. They also give good advice to people who are having financial or money problems.

- If you have questions before or after you buy something,

OR

- if you have a complaint about something you paid for,

OR

- if you are having money problems; for example, if you do not have enough money to pay all your bills,

OR

- if you need help about deciding what to buy, contact one of the consumer help offices listed in this chapter.

Ways to Pay For Things You Buy

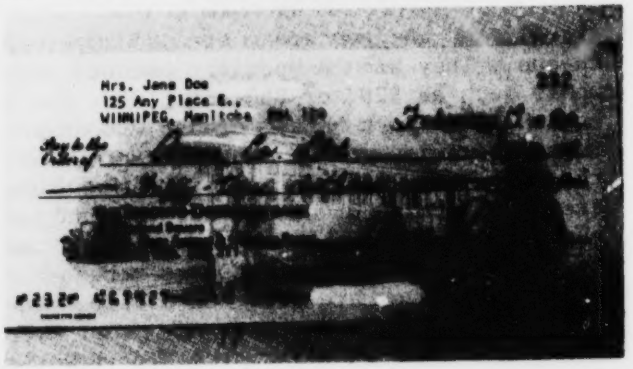
Cash

When you use paper money and coins to pay for things you buy, you are paying cash. There is information on Canadian money in the section called "Canadian Money or Currency" of the Chapter YOUR FIRST DAYS IN MANITOBA. There are also other ways to pay for goods or services.

Cheques

Many Canadians use cheques to pay for items or services they buy. A cheque is a special piece of paper. It is a promise to pay. When you are buying something, a cheque is as good as cash. It shows that you have money in a bank account. The cheque can be traded for cash when it is taken to a bank.

In order to use cheques, you must have a chequing account at a bank, credit union or trust company. See the section in this chapter called "Banks and Banking" for more information on chequing accounts.



Travellers' Cheques

Travellers' cheques are a special type of cheque. They are in specific amounts of money such as $20, or $50, or $100. You can buy these at most banks, credit unions and trust companies. Many people use them when they are travelling because if the cheques are lost, stolen or destroyed, you can get cash back for the cheques you have not used. It is safer to carry travellers' cheques than cash if you are going on a trip. They can be in Canadian money or any other type of money. You can use travellers' cheques to buy things or you can exchange them for cash as you need it. You will usually be charged a small fee when you buy your travellers' cheques.

Money Orders

See the chapter called YOUR FIRST DAYS IN MANITOBA for information on money orders.

Lay-away Plans

Some stores have lay-away plans. This means that the store will keep the article for you until you pay for it. They will not sell it to anyone else. They cannot charge you interest until you take the item with you. Ask if there will be any other charges such as a storage fee. You will usually have a certain amount of time to pay for the item, for example: 90 days. Be sure to get a receipt for each payment you make. If you decide not to buy the item, you may lose all the money you have paid.

Credit Buying: Borrowing Money to Pay for Things

Sometimes you may want to buy something now and pay for it later. To do this, you will have to buy on credit. When you buy on credit, you are borrowing money. It is important that you understand the following ideas:

- before you can get credit you will have to prove that you can pay the money back. For example, you usually must have a job or a steady income before you can get credit.
- you will have to pay extra for getting credit. This extra money is called an interest charge. It is paid to the company or bank where you got credit. Interest is a percentage of the amount you borrowed. For example, if you buy something worth $1,000.00 on credit and the interest rate is 24% and you take one year to pay it back, you will have to pay back $1,240.00. Payments may be spread over time or paid all at once. This will depend on the arrangements you make with the lender.
- if you do not or cannot pay the money back, you can get into serious trouble. For example, the company or bank lending you the money can take some of your possessions that you put up for collateral. The bank or company can also take you to court to get the money back. If this happens, most companies will not give you credit again. See the section on "Loans" for more information on collateral.

Ways of Buying on Credit

There are several ways to buy on credit:

Credit Cards

A credit card is a small plastic card with your name and a number on it. When you are buying something, a credit card can be used instead of cash at many stores.

To get a credit card, you must apply for one. Most banks can give you information and an application form. Many large department stores and oil companies have their own credit cards. These cards are only good for paying for items bought at those stores. To get a card, you must go to that store and apply for one. Application forms usually ask you many things such as how much money

you make and where you live and work. If you don't understand the questions, ask a friend or someone at the company. Answer all the questions as accurately as possible.

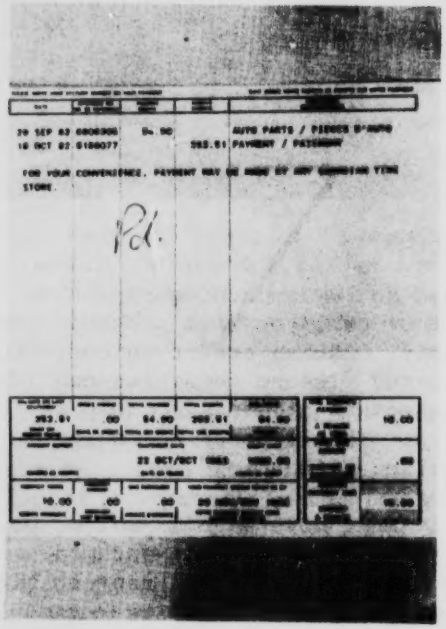
When you get a credit card, you will be told the following things:

- the expiry date. This date is often written on the card. You cannot use the card after this date. You will probably be able to get another card with a new expiry date on it. This usually depends on whether you have been able to make your payments on time in the past.
- your credit limit. The company will allow you credit up to a certain amount, for example, $1,000.00.
- methods of payment. When you get your monthly bill, you can either:
  - pay the total amount shown on each bill. If you do this, you will not have to pay any interest charges; or
  - pay part of the amount you borrowed. The amount you pay is up to you. However, the bill will state what the smallest amount you can pay each month is. You will also have to pay interest on the amount you owe. This can be very expensive.
- the monthly interest charge. For example, 2% per month = 24% per year. Remember, the more money you borrow, the more interest you will have to pay.
- where you can pay your bills. You can send a cheque or money order in the mail to the company or pay in person.

Some stores only accept certain credit cards. If you do not see a credit card sign, ask if you can pay with your credit card before you use the service.

You will get a receipt each time you pay for something with your credit card. This

receipt will show the total amount you paid, the date you bought the item and where you bought it. Keep these receipts. Add up all the receipts to see how much you have spent. This will tell you how much money you will owe when the bill comes. It will tell you how much credit you have left.



NOTE: Credit Cards are easy to use when you have no money. You may find that at the end of the month, your bill is much higher than you expected. If you keep using your credit card and do not pay the total amount each month, you may begin to have problems paying for these bills or other expenses. Be careful.

If Your Credit Card is Lost or Stolen

- phone or go to the credit card company or bank as soon as possible and tell them what has happened.
- send tham a registered letter saying the same thing. See the chapter called YOUR FIRST DAYS IN MANITOBA for more information on registered letters.

If you do this, you will not have to pay for any charges made with your card after the date you notified the company, in person or by registered mail. If someone used your card before you notified the company, the most you will have to pay is up to $50.00.

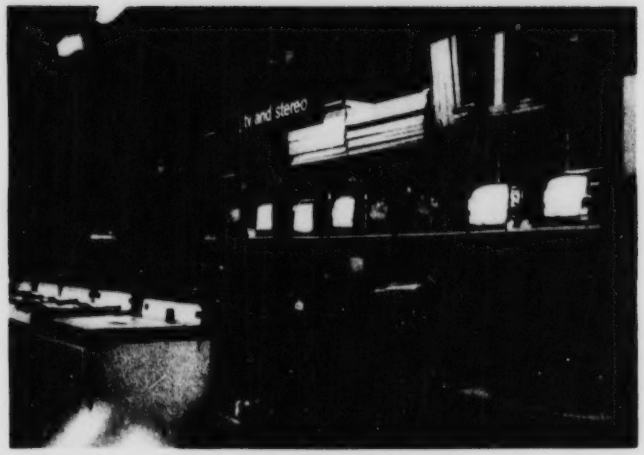
It is a good idea to make a list of all your credit cards. Write down the name, address and phone number of the credit card company; your account number; and the expiry date of the card. Keep this in a safe place.

Loans

Installment Plans

Another way to buy on credit is to pay for things by installments. This means that you make a cash payment, called a deposit and then you make monthly payments or installments to the company until the item is paid for. You are charged interest for this type of loan. The interest rate will usually stay the same. Appliances and furniture are examples of things often bought on installment.

Before you buy anything on installment think of the time it will take to pay for it. You may end up paying for something after it is broken or worn out. It will also cost you a lot more than the purchase price.



Bank Loans

If you need to buy something expensive such as a house or car, you will probably need to borrow money. Banks, credit unions, trust companies, and finance companies can lend you large amounts of money to help pay for these items. This type of borrowing is usually called "financing".

You usually must have a good job, or you must have something valuable such as jewellery or a car that you agree to give to the lender if you do not pay back your loan.

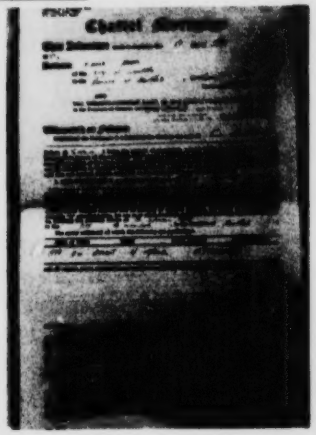
When you use a thing of value to get a loan, you have "security". Another word for security is "collateral".

Sometimes the thing you are buying with the loan can be used as collateral. This means that if you don't finish paying for that thing, the lender can take it away from you. This is usually how cars and houses are financed. For more information on buying a house, see the chapter called A PLACE TO LIVE.

Banks, credit unions and trust companies try to be very careful about lending money. They will want you to show that you can pay back the loan by having a high enough salary, or they will want collateral. Finance companies usually do not ask for as much security. But because they take this bigger risk, they will make you pay more interest.

If you must borrow money, you will have to sign papers. Read these papers very carefully, or have a friend read them for you. Keep these papers in a safe place. The law says that the lender must state in the papers how you are going to repay the money, how long it is going to take, how much it will cost you to borrow the money, and the interest rate they are charging.

If the lender promises anything to you, make sure it is written in the contract and make sure that the contract is all filled in before you sign it. Don't sign anything you don't understand.



Co-signing A Loan

Sometimes a bank or other lending company will ask you to have a cosigner for the loan. They want to make sure the loan is paid back. A cosigner is a partner. The cosigner will also sign all the loan papers. That person must also pay back all the money if you do not or cannot pay it back.

If someone asks you to co-sign for a loan, be careful. Remember your responsibilities if that person does not pay back the money.

Loans To Avoid

Loan Sharking

Sometimes if you need money very badly and cannot get it from one of the lenders mentioned in this section, someone may try to lend you money with very high interest and will ask for no security. Do not take this kind of loan. If you do, you will find that after a very short time, you will owe much more than you borrowed. You will not be able to pay it back and the person who loaned you the money may try to get it back by hurting you. This is called loan sharking. Loan sharking is against the law.

If You Have Money Problems Because of Credit Buying

Community Consumer Credit Counselling Service
Room 702, 504 Main Street
See No. 12 on Map AA
Open 9:00 - 5:00 Weekdays
Phone 944-9704
Buses: N. Main, Corydon, Mountain, E. Kildonan, Selkirk, Osborne.

If you are having money problems because of buying on credit, it is a good idea to use a credit counselling service. This kind of service gives advice and helps people with money problems. You do not have to pay for this service. See the box above for the address and phone number of the Community Consumer Credit Counselling Services. If you want more information about credit counselling services in Manitoba, contact the Consumers' Bureau. See the box in the section called "Consumer Protection".

Banks and Banking

You will see many banks in Canada. Banks are companies that lend money to people or other businesses. They make their money by charging interest for these loans. See the section called "Loans" for more information on borrowing money from banks.

Banks also provide other services. Many Canadians keep most of their money in banks. There are several reasons for doing this:

- the bank pays you for keeping your money there. This payment to you is also called interest. The interest paid to you is a percentage of the money you have in the bank. The more money you have in the bank, the more interest you will earn.
- it is safer to keep money in banks than at home where it can be lost or stolen.
- the Government of Canada protects people who keep their money in banks. They guarantee or promise that you will not lose your money if there is a theft or fire at the bank or even a business failure.
- you may need to borrow money from a bank. Sometimes it is easier to get this money if you have an account there.

When you keep your money in a bank, you and the bank have an agreement. The bank agrees to keep your money and pay any cheques you write with money from your account there. In return, you agree to let the bank use your money until you need it.

Hours Banks Are Open

Most banks in Manitoba are open Monday to Friday from 10:00 a.m. to 3:00 p.m. Some are open later. Others are also open Friday evenings and Saturdays. The hours a bank is open are usually posted on the front doors of the bank.

Opening a Bank Account

If you want to put your money in a bank, you must "open an account". An account is a record of the money you deposit and withdraw from the bank. To open an account:

- go to the bank in person and ask to open an account
- take at least three pieces of identification with you, such as your driver's licence, passport and medical card
- make a deposit. This can be cash, a cheque or a money order.

Types of Bank Accounts

There are several different kinds of accounts. The two main kinds are:

Personal Chequing Account

With this kind of account you use cheques instead of cash to pay for goods or services. Many people use cheques to pay their utility and other bills. You can send these cheques in the mail. You do not usually earn interest with this kind of account.

The bank will send you a monthly record or statement of your account. The bank will also send you all the cheques they have cashed for you during the month. These cheques are called "cancelled" cheques. Keep these cheques. They are legal receipts for the goods you buy. Most banks charge a small fee for cashing your cheques and sending them back to you. This fee is called a "service charge".

Savings Account

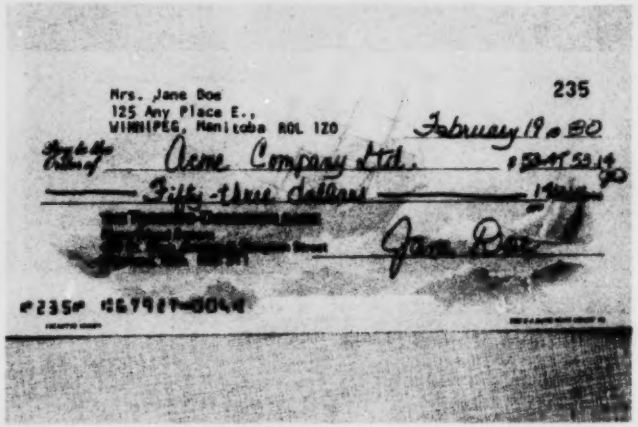
Most people use these accounts if they do not plan to spend their money for some time. You will earn interest on this type of account. You can only take money out of this account by going to the bank. There are different kinds of savings accounts. Ask your bank about them.

You may choose either single or joint accounts. A single account can only be used by one person. A joint account can be used by more than one person, usually a husband or wife. If you choose a joint account, either person can sign cheques or withdraw money from the account.

Using a Chequing Account

When you open a chequing account, the bank will give you cheques and a record book or chequebook. This chequebook is used for recording the cheques you write and the deposits you make. You will be charged a small amount of money for these cheques.

> Remember: A cheque is your written promise to pay money to a person or company. Use only the cheques that the bank gives you. They have your name, address, and account number on them.



Writing Cheques

When you write a cheque, you must include the following:

- date
- name of person or company to be paid. If you do not know how to spell the store's name, they can fill in this part of the cheque for you.
- amount of money in numbers
- amount of money in words
- your signature

Things to remember when writing cheques:

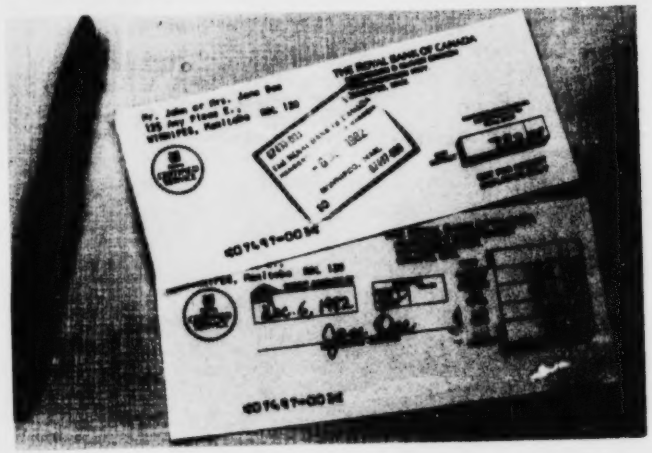
- Be sure to have some identification or "ID" with you, such as your driver's licence, medical card or passport.
- If you make a mistake on the cheque, cross it out and sign your initials beside the correction; otherwise, tear it up and write a new one.
- Always use a pen, not a pencil, when writing cheques.
- Never write cheques for amounts more than you have in your account. If you do this the bank cannot pay the cheque for you. This is called a "N.S.F." cheque (not sufficient funds) or a "bad" cheque. Something

paid for with a "bad" cheque is not paid for at all. You are breaking the law if you do this. It will create many problems for you and the person or company you wrote the cheque to.

Some banks can give you some protection against overdrawing your account or writing cheques for more money than you have in your account. They may cash your "bad" cheque but will usually charge you extra money for this. Ask your bank if they have "overdraw" or "overdraft" protection.

Making A Deposit

At the back of your chequebook, you will find some deposit slips. These pieces of paper have your name, address and account number on them. You can also get blank deposit slips at the bank. You must fill out these slips when you put money into your chequing account. If you do not know how to fill out these forms, ask the bank teller to help you. The bank will keep this deposit slip. At the back of your chequebook, you will also find pieces of paper for recording the amount of money you have deposited. This is your receipt. The bank teller will stamp this paper with a special stamp that has the date and the bank's name on it. She or he will also fill in the space for the amount deposited. Be sure to keep these receipts. They are your proof of the amount of money you have deposited.

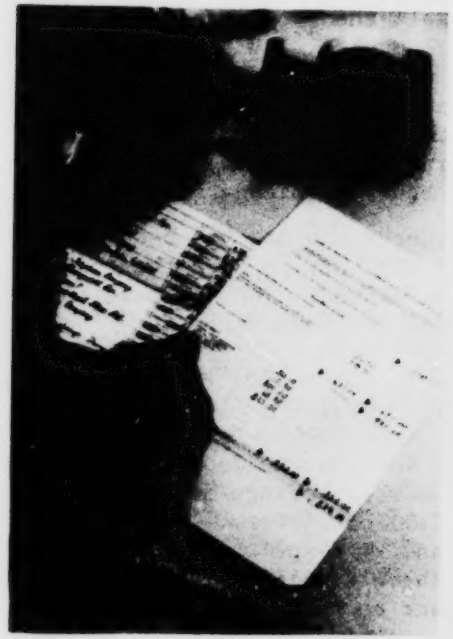


This is one example of a deposit slip and a receipt for a chequing account .

Balancing Your Chequebook

Always record the cheques you write and the deposits you make in your chequebook. When the bank sends you your monthly statement, you should check to make sure your balance agrees with the bank's records. At the back of your monthly statement, there will be some instructions on how to balance your chequebook. If you are having problems in balancing your chequebook, the bank can help you. You can also go to the Consumer Help Office at the International Centre for help.

NOTE: Remember to deduct from your chequebook, service and other bank charges that appear on the bank statement.



Stopping The Payment Of Cheques You Have Written

If you lose your cheques or any cheque that you have signed, you must:

- go to or phone the bank immediately

and tell them to "stop payment" of your cheque

- give them the same information in writing. If you need help, go to the Consumer Help Office at the International Centre or ask a neighbour or friend.

If your cheque has not yet been cashed, your bank will try to stop the cheque from being cashed. You may have to pay a small fee for this service.

Using a Savings Account

Each time you want to deposit or withdraw money from your savings account, you will have to fill out a form. These forms are at the bank. If you want to deposit money, you will have to fill out a deposit slip. If you want to take money out of your savings account, you will have to fill out a withdrawal slip. The bank can help you do this.

Savings Account Pass Book

The bank will give you a little book, called a pass book, when you open a savings account. Every deposit, withdrawal, and interest payment is recorded in your pass book. You should give your pass book to the teller each time that you make a deposit or withdrawal.

NOTE: You will not usually get a statement from the bank for this kind of account.

Endorsing Cheques

If you wish to cash or deposit a cheque that is payable to you, such as your paycheque, you must endorse it. This means you must sign your name at the back of the cheque. Never endorse a cheque until you are at the bank. A cheque could be cashed by anyone once you have signed it.

Safety Deposit Boxes

A safety deposit box is a box at the bank where you can keep citizenship papers, passports, wills, insurance policies, jewellery and other valuables. You can rent a safety deposit box at your bank for a small amount of money.

Credit Unions

Credit unions offer the same kind of services as banks do. For example, you can do your banking at a credit union. You can also borrow money from credit unions. In order to use credit unions, you must become a member. To become a member, you must pay a small membership fee when you open an account. Credit unions are owned and run by the members who use them. This means that any profits made by the credit union is shared with all the members.

Many ethnic groups have formed credit unions in Canada and Manitoba. Look in the yellow pages of the telephone book under "Credit Unions" for a list of credit unions in your area.

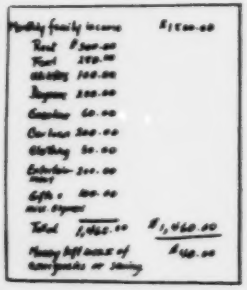
Trust Companies

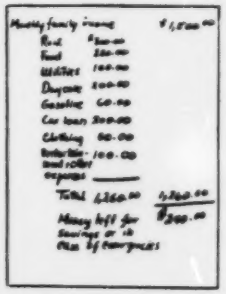
A trust company is similar to a bank. You can do your banking there and borrow money from trust companies. But it can do certain things that banks can't. For example, a trust company can manage your investments. You can also name a trust company in your will to settle your estate if you die.

Spending Your Money Wisely

Budgeting

It is probably a good idea for everyone to plan how they will spend the money they earn. This is called budgeting. A budget is a list of your necessary monthly expenses and your total monthly earnings. If you follow your budget, it will tell you how much money you will have left to save or spend on other things. The Consumer Help Office at the International Centre can help you plan your budget.





This family spends too much money on entertainment and gifts. After reducing these expenses, they were able to have money left over for other things .

Other Ways to Spend Less

Sales

Most stores offer goods at lower prices during certain times of the year. When you buy something on "Sale", you are paying less than the original price of the item. It is a good idea to know what time of the year certain things usually go on sale. Here is a list of seasonal sale items:

January

shoes
winter clothing
towels
sheets
blankets
small appliances
sports equipment
rug clearance
store-wide clearance

February

furniture
rugs
bedding
china
glassware
curtains, drapes
women's winter coats
housewares

March

housewares
raincoats
luggage

April

women's winter dresses
men's & boys'
winter clothes
shoes

May

televisions
linens

June

fabrics
women's summer dresses
televisions
large appliances

July

shoes
summer clothing
bathing suits
outdoor furniture
garden supplies
used cars

August

paint
tires
garden & lawn equipment
furniture
bicycles
cameras
camping equipment
curtains
furs
winter & fall coats
large appliances

September

clothing
china
glassware
school supplies
fabrics
linens
televisions

October

cars
fall coats

November

women's winter
coats & dresses
blankets
radios
stereos

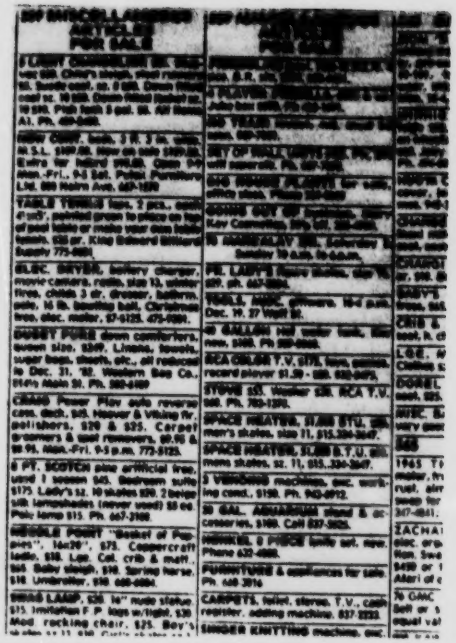
December

china
glassware
women's winter
dresses
toys & gift items
after December 21
men's & boys'
winter suits &
coats in late
December

NOTE:

- Sales also occur throughout the year.
- Stores will not allow you to return goods marked "final sale". When you buy something on sale, be sure to check the item--it may be stained or scratched.
- Sometimes, people buy things which are on sale even if they do not really need need them. People like to think they are getting a 'good deal'. Be careful. You are not spending your money wisely if you buy things you do not need.
- Stores usually advertise sales in newspapers.

In Winnipeg, the Consumer Help Office at the International Centre can give you more information. Ask for the booklet "Say Hello to Winnipeg's Good-Buys". This book lists places where you can buy new and used clothing, furniture, and also lists discount food stores.



Buying Used or Second-Hand Items

Newspaper Advertisements

In the classified ads section of your newspaper, you will find many items advertised for sale by people living in your town or city. Most items will be sold for almost half the original price. You should always make sure the item you want to buy is in good condition. Once you buy that item, you will not usually be able to take it back. You usually have to pay cash for items bought this way.

Second-Hand Stores

There are many stores in Manitoba that sell used clothing, furniture and other goods. Look in the yellow pages of your telephone book under "Second Hand Stores". You usually must pay cash and you may not be able to return items once you have paid for them.

Garage, Basement and Yard Sales

During the summer months, you will probably see signs in your neighbourhood saying "Garage Sale" or "Yard Sale". Families sometimes gather used items they no longer need and sell them to other people in their neighbourhood or area. You can also find out about these sales by looking in the classified ads section of your newspaper under "Garage Sales".

Shopping

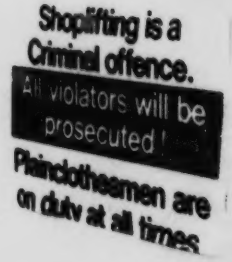
At the Store

When you go into a store, you do not have to buy anything. Sometimes, especially in clothing and furniture stores, a sales person will follow you around and offer to help. It is not considered rude to say "No thank you, I'm just looking". Remember, even if the sales person spends a lot of time helping you, you don't have to buy anything. Take as long as you like to make up your mind.

NO SMOKING: You are not allowed to smoke in most stores.

Shoplifting

Stealing things from a store is called "Shoplifting". It is treated as a serious crime. If you put an item from the store in your pocket or your purse, people may think you are shoplifting even if you are going to pay for it. In large department stores it is a good idea to pay for the item as soon as possible.



Bargaining (Trying to get the seller to lower the price)

In Manitoba, people do not usually bargain over prices. The price marked on the item is usually the price you have to pay. Sometimes however, you can bargain over larger or more expensive things, such as cars, appliances and homes. Most people will bargain over items that are second-hand or used.

Advertising

It is against the law for stores to make false promises about a product, but they can make the product look very attractive and still remain within the law. In order to persuade people to buy, storekeepers sometimes offer small gifts with a purchase. Do not be fooled by tricks that make you want to buy.

Places to Shop For Food

Supermarkets - food and household goods are sold in supermarkets. There is usually lots of space to park your car at supermarkets.

Convenience Stores - sell food, magazines, and some household supplies. It is more expensive to shop in Convenience Stores. These stores are usually open longer than supermarkets or other food stores.

Ethnic Grocery Stores - are stores that sell food from one or a number of other countries.

Department Stores - are larger stores that sell clothing, furniture, hardware, appliances, shoes and some food.

Shopping Centres and Malls - include department stores, supermarkets, smaller specialty shops, restaurants and theatres.

Shopping and Paying For Food

In Canada, people usually shop for food once a week in supermarkets or grocery stores.

Do not eat any of the food before you pay for it.

At most food stores, you will have to pay cash. You can usually pay by cheque at larger supermarkets. If you want to pay by cheque, ask a store employee if you can before you shop for food.

You can use the store's shopping cart to get your groceries and take them out to your car. Never take the cart outside the parking lot. This is against the law.

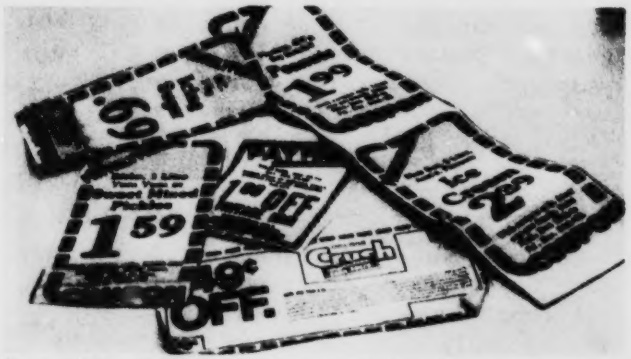
Saving Money on Food

Food is expensive in Canada. There are some ways to save money when you shop for food. Here are a few of them:

- buy only what you need. Don't shop for food when you are hungry. This will usually make you want to buy more.

- buy items on sales. You can sometimes save even more if you buy larger amounts of the sale item. If you do this, make sure that the item can be stored for a long time without going "bad".
- check your newspaper to find out where food is "on sale".
- use coupons you get in the mail or cut them out of newspapers.

For more information, go to or phone the Consumer Help Officer at the International Centre. See the box at the beginning of this chapter.



You will pay less for certain items if you give the cashier coupons such as the ones pictured above.

Shopping For Clothing

In Manitoba, you will have to buy different clothing for the different seasons. The Chapter called YOUR FIRST DAYS IN MANITOBA has more information on this.

When you shop for clothing, remember these ideas:

- compare the prices at different clothing stores. You may find the price for an article will be quite different from store to store.
- read the labels on the clothes you buy. The symbols will tell you how to take proper care of your clothing. Taking proper care of your clothes will make them last longer. Some clothes must be dry-cleaned. This can be expensive.
- always check the clothing carefully to make sure it is in good condition.
- clothing sizes may be different than your former country. Try on clothes at the store to make sure they fit.
- always keep receipts of clothing you buy. If you followed all the washing instructions but the clothing shrinks or tears after you wash it, you may want to take it back to the store.

The Consumer Help Officer at the International Centre can give you more information on shopping for clothing.

These labels give you directions for washing, drying and ironing your clothes.

Service People or Trades People

These are people who make money building or repairing things. Carpenters, plumbers, garage mechanics and TV repairmen are all trades people. Most trades people charge over $20.00 an hour for their work. They will usually come to your home to fix your

larger appliances, plumbing and so on. It is a good idea to take smaller appliances, such as an iron or toaster to the place where they work. It will cost you less if you bring the item to the store for repair.

Look in the yellow pages of the telephone book under the kind of service you need; for example, "Plumber" or "Carpenter".

Buying at the Door

Sometimes, sales people will knock at your door. Others will try to sell you something by mail or over the telephone. These sales people are called direct sellers. You do not have to buy from them. Do not be fooled by promises of free gifts, or an easy way to make money at home. Do not be rushed into making a quick decision. When dealing with direct sellers, it is important to remember the following points:

- Do not sign a contract unless you understand what you are signing.
- Do not sign a blank piece of paper which the sales person tells you will be filled in later.
- The seller may ask for a 10% deposit. This is a reasonable amount. Make sure you pay by cheque. A cancelled cheque is a legal receipt. If you do not use cheques, make sure you get a receipt which describes the item and shows the date and amount you paid. Have the sales person sign this receipt.
- If you decide to rent an appliance, car, or television instead of buying it, be sure that the piece of paper which you sign is for renting and not for buying.

In Manitoba, if you make a contract to buy something from a direct seller and you change your mind, you can cancel the contract within four working days. You can cancel the contract by sending a certified or registered letter or by delivering a letter in person. The letter should say you want to cancel your contract and want any money you have paid returned to you. The company must return all the money and trade-in items you gave to them. After four days, you must keep the goods and pay the amount agreed upon in the contract.

Insurance

What is Insurance?

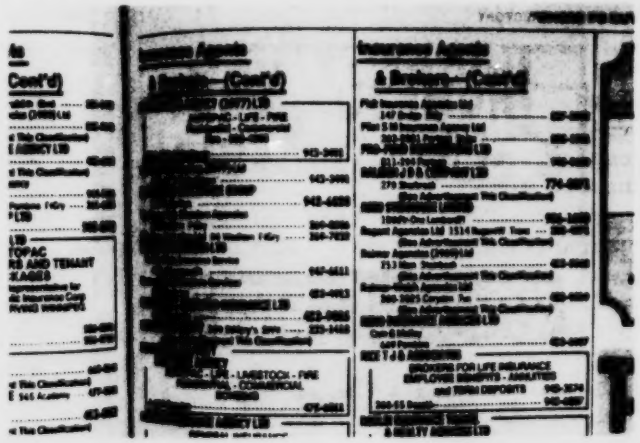
When you buy insurance, you are buying financial protection for yourself, your family and the things you own. Buying insurance is one way of making sure that you or your family will not have to pay for things that might be lost or damaged in the future.

You buy insurance by paying some money once a year to an insurance company. This is called a premium. In return for the premium you pay, the insurance company agrees to replace the things or give you or your family a certain amount of money for the things that are lost or damaged.

Buying Insurance

It is a good idea to bring a friend or sponsor with you who knows about insurance when you meet with an insurance agent. An insurance agent is a person who sells insurance. The different kinds of insurance and insurance language can be confusing, but it is important to understand exactly what you are buying.

Remember, you do not have to buy insurance at the time you meet with the insurance agent. You can say that you want to think it over before signing the contract. The Consumer Help Officer at the International Centre can explain more about insurance and help you choose the best type for your needs. See the box at the beginning of this chapter. There are many companies that sell insurance in Manitoba. Look in the yellow pages of your telephone book under "Insurance Agents and Brokers" or "Insurance Companies".



Types of Insurance

There are many different kinds of insurance. You must decide what insurance you need, why you need it, and how much you need. It is a good idea to talk to many different insurance companies to get the best insurance for the best price.

Life Insurance

The main reason for buying life insurance is to make sure your family has enough money to live on if you die. It can also be used to pay for funeral expenses and legal costs.

If you die, your family or the person you choose will get, from the insurance company, the amount of money you are insured for.

There are different kinds of life insurance. Be sure to ask the insurance agent or the Consumer Help Officer to explain what the different kinds are so that you get the best kind for your needs.

- Sometimes you can also buy life insurance through a group plan where you work.
- You may have to have a medical check-up before you can buy life insurance.

Disability Or Income Protection Insurance

With this kind of insurance you are buying protection if you become unable to work because of an accident or illness.

- You may be able to get this kind of insurance at the place where you work. You can also get it from private insurance companies.
- You may also need to have a medical examination before getting this kind of insurance.
- Some of these insurance policies cover accidents only.

NOTE: See the section "If You Are Hurt At Work" in the chapter called WORKING IN MANITOBA.

This type of insurance covers you only if you have had an accident in the workplace or if your illness was directly related to your work.

- Disability insurance covers you if your illness or accident happened outside the place where you work; AND
- it may also give you extra protection or money if your illness or accident happened while you were working.

Property Insurance

Insurance Branch
Room 1142, 405 Broadway Avenue
See No. 17 on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-2542
Buses: Osborne, Corydon, Stafford, Pembina, N. Main, Academy, Wolseley, Sherbrook, Tache, King's Park, McGregor.

NOTE: They can give you information about insurance and claims.

Property insurance helps pay for the loss or damage to buildings, and their contents. It may help pay for any damage that you or your family might accidently cause to other people's property. If people are hurt on your property, this kind of insurance may help pay for their expenses.

Motor Vehicle Insurance

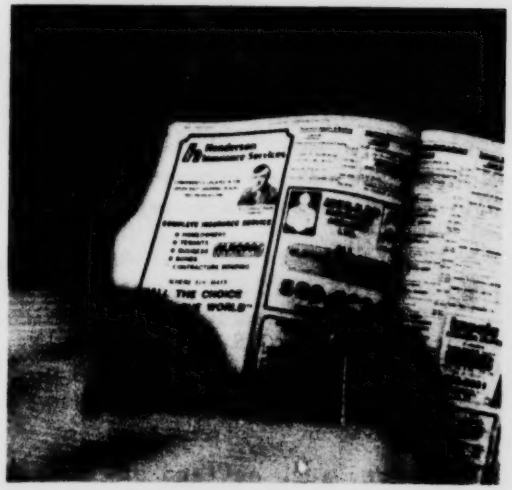
See the chapter called GOING PLACES for information on motor vehicle insurance.

Medical Insurance

See the chapter called MEDICAL SERVICES for information on Medicare and health insurance.

Unemployment Insurance

See the chapter called WORKING IN MANITOBA for information on insurance if you should lose your job.



Taxes

From December to May:
Community Income Tax Service
536 ½ Main Street
See No. 11 on Map AA
Open 9:30 - 5:30 Weekdays
Phone 947-6561
Buses: Sargent, Portage Polo Park, N. Main, Corydon, Osborne, Selkirk, E. Kildonan, Mountain.

From June to November:
Community Consumer Credit Counselling Service
See the section called "If You Have Money Problems Because of Credit Buying".

Consumer Help Office
See the box in the section of this chapter called "Consumer Protection".

Manitoba Tax Assistance Office
Room 309, Norquay building
See the box on page 208 in the chapter called WORKING IN MANITOBA.

Age and Opportunity Centre
(For Older People)
Room 304, 323 Portage Avenue
See No. 15 on Map AA
Open 9:00 - 5:00 Weekdays
Phone 947-1276
Buses: Any bus going downtown near Eaton's.

Everyone who earns or spends money has to pay taxes.

Sales Tax

See the chapter called YOUR FIRST DAYS IN MANITOBA for information on sales tax.

Municipal Tax

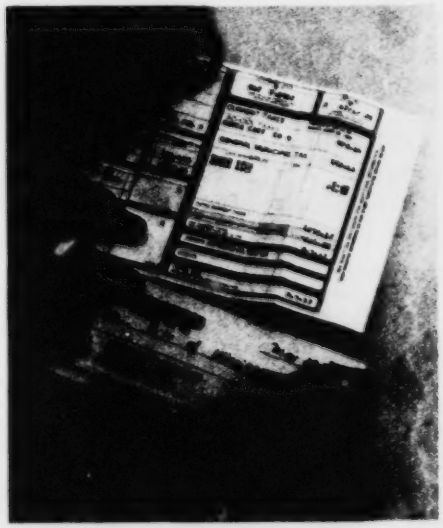
If you own property such as land or buildings, you must pay taxes to the city or municipal government for services such as:

- schools
- street cleaning
- garbage removal
- police and fire protection

Property taxes are paid once a year. If you have a house mortgage with a bank or credit union, other arrangements can be made. For example, the bank may pay these

taxes for you when they are due. You will have to pay the bank this money back. It is usually paid in equal monthly payments along with your mortgage payment.

The amount of taxes you will have to pay will depend on where you live, the value of your property and other things. Your City or Town Municipal Office can give you more information on property taxes. The Consumer Help Office at the International Centre can also give you more information.

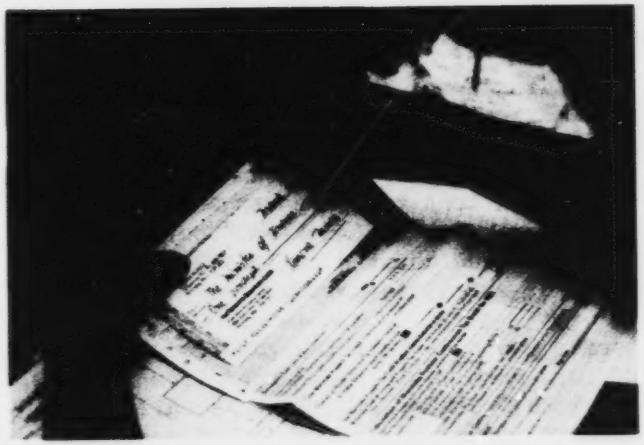


Income Tax

The Government of Canada collects income taxes for itself and for the Government of Manitoba. These taxes are used to support all government services. Usually, income tax is taken from your paycheque before you receive it and sent to the government by your employer. See the section "Your Paycheque" in the chapter called WORKING IN MANITOBA for more information.

Each year, you must tell the government exactly how much money you earned from January 1 to December 31. This is called filing your income tax return. You must do this before April 30 of the following year. For example, you must file your 1984 income tax return before April 30th, 1985. There are two reasons that people must fill in income tax returns:

- the government wants to make sure that everyone has paid a fair portion of their earnings towards supporting public services
- if you have paid more than you should, the government wants to make sure you get back the extra money you paid.



Filing Your Income Tax Return

How Much Did You Earn?

Each year, the employer must give or send you a T4 slip. This shows how much you earned and what money has been taken off your pay-cheque. Each employer you worked for during the year must send you a T4 slip. If you did not receive a T4 from an employer, you must ask for one.

You may have earned interest on money which you have in bank accounts or in accounts in credit unions. If the interest earned is more than $1,000, these earnings must also be reported.

The bank or credit union will send you a form called a T5 slip which will tell you how much interest you have earned.

Tips

If you work some place where you do things for people, such as driving a taxi or serving food, you will probably get "tips" from customers. A tip is extra money that a customer gives you for doing a good job.

Tips are also called "gratuities". The government says that you must report tips as part of your earnings. You must be able to tell the government how much money you have earned in tips. Keep a record of your tips. If you do not have a record of your tips, write down an honest guess of how much you

earned in tips on your tax form. You will not get a form like a T4 showing what your tips were.

Telling The Truth

In Canada, when you fill in an income tax form, the Government expects you to tell the truth about how much money you have earned. Sometimes, to keep everyone honest, the government will check forms to see if mistakes or lies can be found. This is called an audit. Because you must tell the government everything about your earnings, the government promises to keep this information secret. It cannot be seen by anyone else, not even by people in other parts of the government.

If it is found that a person did not tell the whole truth about his or her earnings, that person will have to pay any extra income taxes to the government with interest. Sometimes a person can receive a fine or even go to prison for not telling the truth on income tax forms.

Making Mistakes

If a person has made a mistake in an income tax report, that person should let the income tax people know about the mistake right away. If someone you know has a problem like this, he should tell the whole truth before someone finds out.

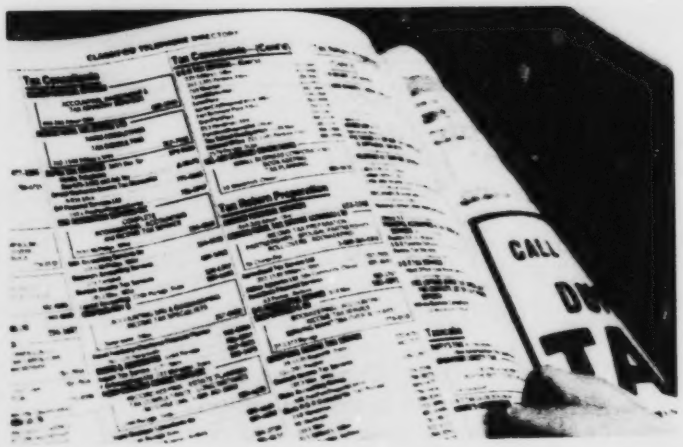
NOTE: The government will usually send back your income tax return if they notice a small error, or if you did not send them enough information.

Getting An Income Tax Form

Income Tax
District Taxation Office
(Revenue Canada Taxation)
391 York Avenue, Winnipeg
See No. 18 on Map A
Open 8:15 - 4:30 Weekdays
Phone 949-6350
Buses: Any bus going downtown near The Bay.

The form which most people fill out when reporting their income is called the T1 General. If you have

sent in an income tax form from the year before, you will probably receive another for this year in the mail. If you have not received a form, you can get one from any Post Office between January and April, and from the District Taxation Office all year around. This form can be hard to understand and also hard to fill out. If you have trouble understanding your income tax, you will be able to get help from the places in the boxes at the beginning of this section for free or at a very low cost.



If you can pay to have someone help you with your income tax, you can find help in the yellow pages of the telephone book under "Tax Consultants" or "Tax Return Preparation".

On the last page of your income tax form you will see whether you owe the government more money or if the government owes you money.

- You must sign and date the form or it will be sent back to you.
- If the government owes you money, it will send you a cheque in the mail. It may take many weeks for your cheque to arrive.
- If you owe money, put a cheque or a money order in with your form to pay what you owe.
- If you pay someone to fill out your tax return, that person must also sign the form.
- Make sure to send a copy of the T4 and T5 slips as well as receipts for childcare expenses, medical expenses, student fees and receipts for donations to charity organizations. All of these are tax deductions. Tax

deductions are certain expenses that the government allows you to deduct from the taxes you pay to them. The government will tell you how much you can deduct on your income tax return for these and other expenses.

SELLING YOUR TAX REFUND

Sometimes if you need money badly and can't wait for your tax refund, some companies will offer to pay you cash for your tax refund. These companies will give you less money than what your tax refund is worth. Before selling it, contact the Community Income Tax Service for advice. See the box at the beginning of the section called "TAXES".

The Last Step

You will get an answer from the government several weeks or months after you send in your form. This answer is called an Assessment Notice. It will tell you one of three following things:

You paid exactly the right amount.

OR

You have not paid enough. It will tell you how much more you must pay.

OR

You have paid too much. With the notice will be a cheque for the amount of money the government owes you.

NOTE: If you do not agree with the assessment form, you can appeal. You must do this no more than 90 days after the date on the Assessment Notice. For information on how to appeal ask at the District Taxation Office. See the box at the beginning of the section "Getting An Income Tax Form" for the address and phone number of the District Taxation Office.

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A Place to Live

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A Place to Live

This chapter tells you some of the things you should think about, and may need to know, about finding a place to live in Manitoba. It will also tell you about things you should know once you have found a place to live. For example, what your responsibilities are as a tenant or as a houseowner, and responsibilities other people have towards you. You will probably not find in this chapter all the information you may need to know. However, there is more information available in other places. Two of these places are the Immigrant Counselling and Placement Unit, and the Consumer Help Office at the International Centre. For more information on these offices read the following section in this chapter.

Where to Go For Help

The Immigrant Counselling and Placement Unit

If you are an unsponsored refugee and live in Winnipeg, go to or phone the Immigrant Counselling and Placement Unit. See the box in the Section called "Special C.E.C. Offices And Services" in the chapter called WORKING IN MANITOBA. If you live outside Winnipeg, go to or call the Canada Employment Centre in your area. At these places they will help you find a place to live. They may also help you by paying for some furniture and household items, and by paying your rent until you can afford to pay for it yourself.

Immigrant Counselling and Placement Unit
320 Donald Street, Winnipeg.

The Consumer Help Office

This is a place at the International Centre where you can go to get help choosing a place to live which best suits your needs.

- They can give you good advice on things you should know about renting or buying a home.
- They have interpreters if you need one.
- They have films and printed information in Chinese, Vietnamese, Spanish, Polish, Laotian and English on:
  - "Choosing An Apartment"
  - "Moving In"
  - "Landlord/Tenant Information Kit"
  - "Before You Rent"
  - "Questions And Answers For Landlords And Tenants"

NOTE: For more information on the Consumer Help Office see the Section called "Consumer Protection" in the chapter called SPENDING AND SAVING MONEY.

Finding Your First Place to Live

IF YOU ARE:	YOU CAN GET HELP FROM:
● an unsponsored refugee or designated class person	● the Immigrant Counselling and Placement Unit
● an assisted relative, in the family class or a sponsored refugee/designated class person ● an independent immigrant	● your sponsor ● the Consumer Help Office ● relatives ● friends

Read the section called "Where To Stay For The First Few Days" in the chapter called YOUR FIRST DAYS IN MANITOBA.

Finding a More Permanent Place to Live

Looking For a Place

- Questions To Ask Yourself
  - In which area or neighbourhood would I like to live?

- What kind of place do I need? How big?
- How much do I want, or can afford to pay?

Read the sections "Types Of Housing" and "Paying For Your Home" later in this chapter.

- Where To Look
  - The daily newspaper
  - Around the neighbourhood you are interested in
  - Agencies

See the sections called "Places To Look" and "Low Cost Housing" later in this chapter. Also, see map BB at the back of the book to see where the different neighbourhoods are.

- What To Look For
  - Is it near where you work?
  - Are there schools, bus stops and stores nearby?
  - Is it clean, neat and in good repair?
  - Is there a fire alarm, smoke detector and fire exit?

- Questions To Ask
  - Are there laundry facilities? or do I have to get my own washer and dryer?
  - Are the appliances, plumbing and heating in good working order?
  - If I want to rent, are utilities and parking included in the rent?
  - Can I keep pets?

Read the section "When Looking For A Place To Live" later in the chapter.

- Discrimination

  In Manitoba, a person cannot refuse to rent or sell you a home because of your nationality, color, race, sex or age. If you believe someone is doing this, go to or phone the Manitoba Human Rights Commission.

For more information on this see the section called "How Can You Protect Your Rights?" in the chapter called YOU AND THE LAW.

When You Find a Place You Want

- If you will be buying the place read the section called "Buying A Place To Live" later in this chapter.
- If you will be renting ask about:
  - the lease. See the section called "Leases" in this chapter.

- the damage or security deposit. See the section called "Security Deposits" later in this chapter.
- when you can move in.
- when your first month's rent is due.

Things To Do

- Sign the lease.
- Fill in with your landlord a Rental Unit Condition Report. Read the section "The Rental Unit Condition Report" later in this chapter.
- Pay your security deposit.
- Arrange for your utilities to be connected. See the section "Utilities" in this chapter.
- Let people know of your change of address. Read the section "Changing Your Address" in this chapter.
- Learn about the rules of the place.

Moving

- Arrange your packing.
- Look in the yellow pages of the telephone book under "Moving and Storage" or "Truck renting and leasing". Make the necessary arrangements with them about the date you want to move and the things that are to be moved.
- Tell the caretaker or landlord what day you are moving and the kind of arrangements you have made.
- Let the utility companies know that you are moving so they will not charge you for the use of these services after you have moved out.

If you are renting the place you are moving out of:

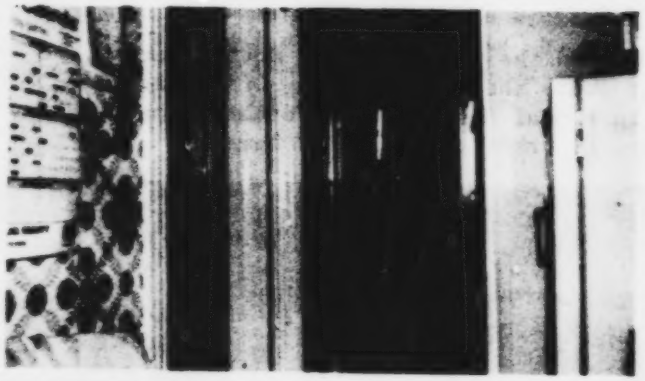
- check the lease to see how much notice you must give
- arrange for the return of your security deposit.

If you own the place you are moving out of, go to or phone the Consumer Help Office at the International Centre for information on how to arrange to rent or sell your home.

Things Everyone Needs to Know

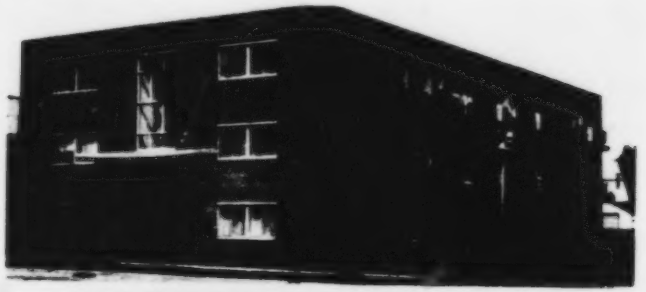
Types of Housing

In Manitoba, you may choose to live in a Suite or Rooms, an Apartment, a Duplex, a Townhouse, a Mobile Home, a House, or a Condominium. Usually a suite is the least expensive and a condominium or a house the most expensive.



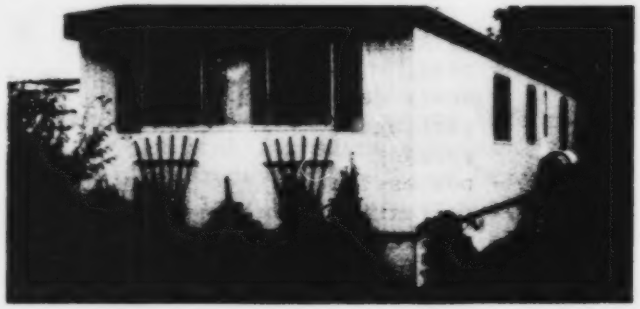
A Suite or Rooms - are small apartments in houses. They can be furnished or unfurnished. Sometimes you share a bathroom or kitchen with another family.

An Apartment - is a place to live in a larger building. All apartments share the same entrance to the street. Most are unfurnished but have a fridge and stove.



A Duplex - is a house divided into two separate places to live. Two families can live side by side or one can live upstairs and the other downstairs. Each place has its own entrance to the street.

A Mobile Home - is a house on wheels. You can rent or buy one. Usually many mobile homes are located in one place called a trailer park. Water, sewage and electricity are provided for a fee.



Townhouse and Semi-attached House - is a house that shares a wall with the house next to it. Each place has its own entrance.

A House - is completely separated from other buildings. You can rent or buy a house.

A Condominium - is an apartment which you buy. You have to pay a regular fee to the owner of the building for the upkeep of the building.

Places to Look

The Daily Newspaper

The "Want Ads" or "Classified Ads" list homes for rent or sale. Instead of writing whole words, want ads usually have just a few letters which represent the word. Here are some examples of them and what they mean:

aft.	- after
appl.	- appliances
bach.	- bachelor
balc.	- balcony
bldg.	- building
bsmt.	- basement
bath.	- bathroom
B.R.	- bedroom
bdrm.	- bedroom
cl.	- close
conv.	- convenient
elev.	- elevator
fl.	- floor
flr.	- floor
furn.	- furnished
gar.	- garage
imm.	- immediate
immed.	- immediate
incl.	- includes
kit.	- kitchen
kitch.	- kitchen
lge.	- large
L.R.	- living room
liv. rm.	- living room
mod.	- modern
mtge.	- mortgage
mort.	- mortgage
nr.	- near
ne dec.	- newly decorated
pkg.	- parking
prkg.	- parking
poss.	- possession
rec. rm.	- recreation room
ref.	- reference
sep.	- separate
SxS Dup.	- side by side duplex
sm.	- small
Spac.	- spacious
sub.	- sublet
ste.	- suite
unfurn.	- unfurnished
util.	- utilities
w/w carp.	- wall to wall carpet
w/w cpt.	- wall to wall carpet

Two words you need to understand are:

tenant - a person who pays rent to live in a place.

landlord - a person who owns a place and collects rent from a tenant.

For another list of short forms see the chapter called WORKING IN MANITOBA and read the Section called "Where To Look For Jobs - The Newspaper: Want Ads or Classified Ads".

- Around The Neighbourhood You Are Interested In

If you know what area you would like to live in, you can look for signs that say "Rooms to Rent", "Apartment for Rent", or "Vacancy". You can also look for signs or notices in grocery stores or laundromats which show places to rent in the area.

- Agencies

There are also agencies in Manitoba which help people find places to live. Some of them, such as real estate agencies, can help you find a house to buy. Other agencies may help you find a place to rent. These places usually charge a fee. These agencies are listed in the yellow pages of the phone book under Real Estate.

Low Cost Housing

Public Housing

Tenant Placement
Winnipeg Regional Housing Authority
Room 410, 352 Donald Street
See No. 1 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 943-0861
Buses: Any bus going downtown near Eaton's.

The City of Winnipeg Housing Authority
394 Selkirk Avenue
See No. 11 on Map B
Open 8:30 - 4:30 Weekdays
Phone 586-8349
Buses: Osborne, Selkirk, Salter.

People on low incomes may be able to rent a place to live through the Winnipeg Regional Housing Authority or the City of Winnipeg Housing Authority. The rent in public housing is up to 25% of the total amount of money a family makes. The amount of rent depends upon the total family income before deductions.

If the amount of money the family makes becomes less, the rent they pay is reduced. The government pays the difference between the actual cost and what people can afford to pay. This is called a subsidy.

To find out whether you can get public housing, go to or phone the Winnipeg Regional Housing Authority or the City of Winnipeg Housing Authority and ask them. Even if they tell you that you are eligible you may be placed on a waiting list. Also, they have special rules about the number of people they allow to live in one place. This depends on the number of bedrooms that the place has. For example, they will allow a couple with 2 or 3 children in a 2 bedroom place.

If you are an immigrant, you can apply for public housing unless you:

- on a student visa
- an immigrant who came to Canada under the family class or assisted relative category and your period of sponsorship has not ended.
- a privately sponsored refugee during your year of sponsorship.

NOTE:
- If you have become a Canadian citizen you can apply for public housing no matter what your immigration status was when you came to Canada.
- If you live outside Winnipeg see the section called "Public Housing" in the chapter called LIVING IN RURAL MANITOBA.

City Housing

City Housing
4th Floor, 10 Fort Street
See No. 6 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 985-5011
Buses: Marion, St. Mary's.

This is another place in Winnipeg where you may be able to rent a place for less money. They rent older homes, usually in the north end of the city. Normally they do not have many places available.

To apply, go to or phone City Housing. See the box above. You will have to fill out an application form. In it you will have to include the following information:

- how much money you make
- credit references - for example a letter from your ex-landlord saying that you pay the rent on time
- the address of the place you lived before
- the number of people in your family.

If they do have a place available for you, they will rent it to you on a month to month basis. This means that they will rent the place to you for one month and if they can rent it to you for the next, they will renew the contract. If they cannot rent the place to you again, they will let you know a month in advance. If you do not want to rent the place anymore, you will have to give them a month's notice. Read the section called "Giving Notice" in this chapter.

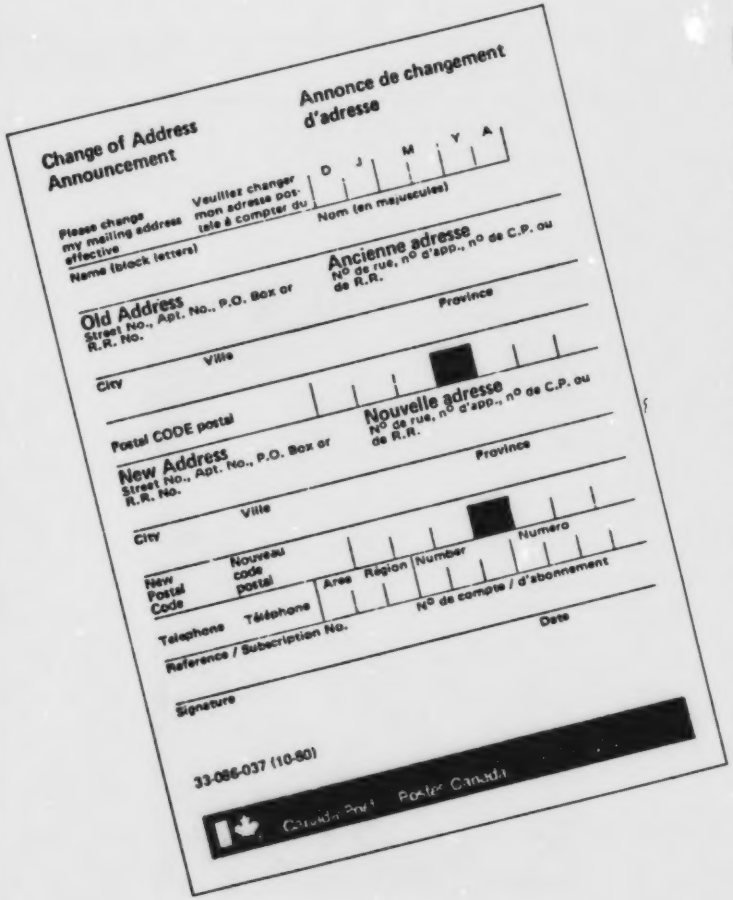
NOTE: At the City Housing Offices there are people who speak Portuguese, Ukrainian, French, German and Pilipino.

Changing Your Address

After you have found a place to live, you should let people know of your change of address. This may take time. To avoid getting mail sent to your old address you can go to the nearest post office and fill out a Request for redirection of mail. At the time this book was written it cost $1.00 to do this. After you fill out this form, the Post Office will send all your mail to your new address. They will do this for 3 months.

It is important that you change the address on your identification cards. For example, your driver's licence and Manitoba Medical card. To do this fill out the Change of Address portion and send that to them.

At the post office you can also get Change of Address announcement cards. These cards you send to companies and people you have business with. For example, banks, insurance companies, doctors and so on. You can get these cards for free.


Change of Address Announcement
Annonce de changement d'adresse
D J M Y A
Please change my mailing address effective
Veuillez changer mon adresse postale à compter du
Name (block letters)
Nom (en majuscules)
Old Address
Street No., Apt. No., P.O. Box or R.R. No.
Ancienne adresse
N° de rue, n° d'app., n° de C.P. ou de R.R.
City
Ville
Province
Postal CODE postal
New Address
Street No., Apt. No., P.O. Box or R.R. No.
Nouvelle adresse
N° de rue, n° d'app., n° de C.P. ou de R.R.
City
Ville
Province
New Postal Code
Nouveau code postal
Area
Region
Number
Numéro
Telephone
Téléphone
Reference / Subscription No.
N° de compte / d'abonnement
Date
Signature
33-086-037 (10-80)
Canada Post
Postes Canada

Insurance

You should always make sure that your home and the things you own are insured against fire, theft, and loss. If you are renting, you are not responsible for insuring the building.

Ask a friend or your sponsor to help you find the best insurance for your needs. You can also ask the Consumer Help Officer at the International Centre. See the section called "Where To Go To Get Help" earlier in this chapter.

IMPORTANT: Read the insurance policy over very carefully before you buy. Make sure that you understand everything in it.

For more information on insurance, see the chapter called SPENDING AND SAVING MONEY.

Some Good Advice

If you hear of a place you think you would like in the neighbourhood you chose, go and look at it before you rent or buy it. It is a good idea to go with someone who has lived in Manitoba for a while.

Remember, you have a right to look at the place very carefully, and to ask questions. When you are finished looking, you don't have to make up your mind right away. You may want to look at other places before you decide. But, if you really like the place, don't wait too long to decide. Someone else may want it too.

Things You Need to Know If You Are Renting

Leases

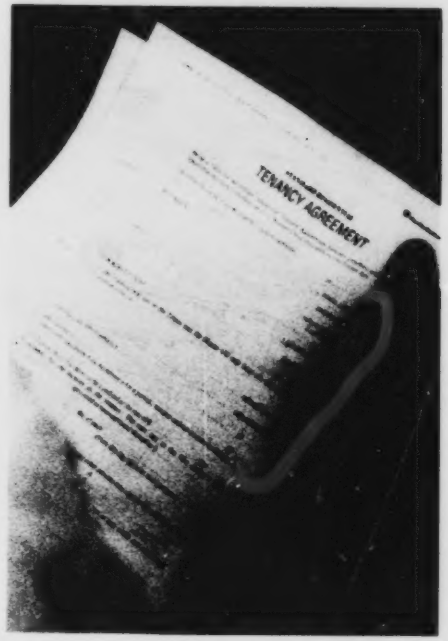
A lease or tenancy agreement is an agreement between the tenant and the landlord. It can be written or spoken, but most are written.

A lease states what the rights and responsibilities are for both the tenant and the landlord. It also shows the amount that you will have to pay until the lease is over. Usually leases last for one year and another agreement can be made after that. You will probably get a renewal lease in the mail before your present lease is over.

You can ask to have certain things taken out or put into a lease before you sign it, but the landlord doesn't have to agree to this.

Before you sign the lease make sure that you understand and agree with everything in it. It is a binding agreement. This means that you can't break the agreement without paying a penalty.

Remember: Do not sign the lease unless you agree to what it says.



NOTE: When you sign a lease you are usually asked to pay the first month's rent before you move in.

Security Deposits

A security deposit is money the tenant gives to the landlord before moving in. The landlord keeps this money in case you leave without paying your rent, or if you damage the property.

The security deposit cannot be more than one half of one month's rent and the landlord must give the tenant a special receipt for this deposit.

If you decide to move out when your lease expires and repairs need to be made to the place because of your living there, the landlord will deduct these costs from the security deposit. If, on the other hand, the place is in good condition when you move out, the landlord must give you the security deposit back. He or she must also give you the interest earned on that money. The interest has to be a minimum of 4% per year.

The security deposit should be given back within 14 days after the lease expires. If you have any problems getting your security deposit back, contact the Rentalsman. For information on how to do this, read the section called "The Rentalsman" later in this chapter.

The Rental Unit Condition Report

This is a form which lists all the parts of the place you will be renting. Both you and your landlord describe in it the condition of things such as the stove, floors, windows or walls. You can buy this form at any stationery store.

It is very important that you and your landlord fill in this form before you move in. If the landlord makes any promises about decorating or repairing the place, these should be written on this form and signed by you and the landlord.

Make sure the form is signed and keep a copy for yourself.

When your lease ends or you decide to move out, you and the landlord will go over the items on the form again and write down their condition at this time. This is done to help the landlord decide whether you should get all your security deposit back or some of it. For more information on this, see the section called "Security Deposits" in this chapter.

The Rentalsman

Office of the Rentalsmen
307 Kennedy Street
See No. 13 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 956-1010; if you live outside Winnipeg, you can call 1-800-262-8844 collect.
Buses: Any bus going downtown near The Bay.

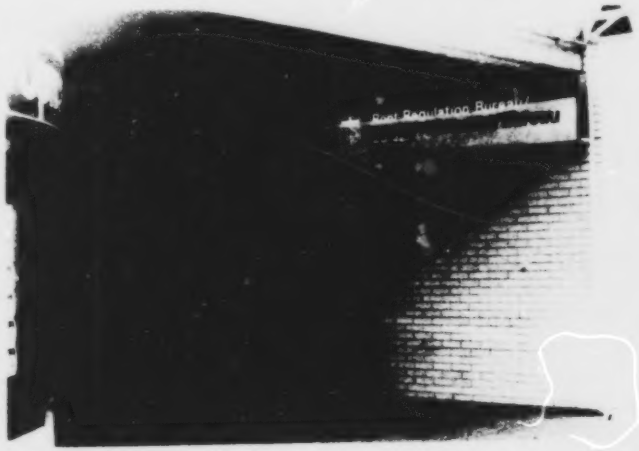
Brandon
Office of the Rentalsmen
Room B6, 217 10th Street
See No. 20 on Map C
Open 8:30 - 4:30 Weekdays
Phone 727-0627

The Rentalsman is a person who works for the Government of Manitoba. This person's job is to mediate disagreements and complaints between landlords and tenants. If the landlord or tenant is breaking the law, the Rentalsman can settle the problem without the agreement of the landlord or tenant. In other cases, both the landlord and tenant must agree to have the Rentalsman settle the problem. It is illegal for your landlord to evict you for contacting the Rentalsman. In most cases the decision of the Rentalsman is final.

The Rent Regulation Bureau

Rent Regulation Bureau
Room 302, 254 Edmonton Street
See No. 13 on Map AA
Open 8:30 - 7:30 Monday to Thursday
8:30 - 4:30 on Friday
9:00 - 12:00 on Saturday
Phone 944-2476; if you live outside Winnipeg, you can call this number collect.
Buses: Any bus going downtown near The Bay.

The Government of Manitoba plans to control the amount of rent people have to pay for a place to live. If your rent goes up more than 10% in one year, go to or phone the Rent Regulation Bureau. See the box above.



Giving Notice

This refers to a tenant letting the landlord know ahead of time that he or she wants to leave the place he or she is renting. It also refers to the landlord letting the tenant know ahead of time that he or she wants the tenant to leave the place. There are some rules that both tenants and landlords must follow.

With A Lease

When you have a lease and have paid rent as you should, your landlord usually cannot ask you to leave unless your place is needed for his or her own use. If this happens, your landlord must give you some time to find another place before you have to leave. This is called a notice. If your lease is for a fixed time and is written, your landlord has to give you written notice 3 months before you must leave.

If you want to leave the place before your lease is up, you must sublet your place or make arrangements with your landlord. For more information on this read the section "Subletting" in this chapter.

If your landlord won't agree to sublet or you can't find a new tenant, then you will probably have to pay the rent until the lease ends.

Without A Lease

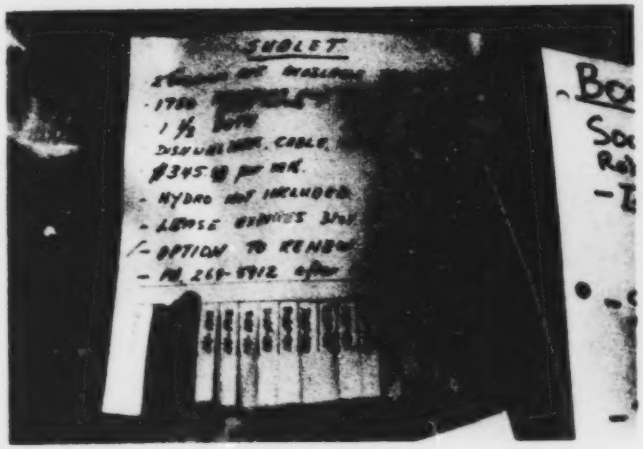
If you do not have a lease, you or your landlord may get out of the agreement by giving one rent period notice. This usually is one month. This means that:

- if you want to leave, you will have to let your landlord know one full payment period before the day you plan to move.
- if the landlord wants you to leave, he or she will have to let you know one payment period before the day he or she wants the place empty.

Subletting

Subletting means renting your place to another tenant until your lease ends.

- You can only do this if the landlord agrees.
- This can cost you a lot of money.
- You are still responsible for making sure the lease you signed is kept by the new tenant.
- You may have to pay for any damages or problems caused by the new tenant.



Before subletting your place, go to the Consumer Help Office at the International Centre. There you can get help on how to do this. See the section "Where To Go To Get Help" earlier in this chapter.

Eviction or Being Forced to Move Out

It is very important to pay your rent on time. If you cannot pay your rent on time, talk to your landlord. Your landlord will not be very happy about this. But some landlords will understand if you have a good reason. He or she may tell you to move out if you don't pay your rent as you should. This is called "being evicted". Your landlord can evict you for some other reasons as well. You may also be evicted if:

- you don't obey other terms of your lease. For example, if you agree to have a maximum of three people living in your apartment, but you really have five people living there.
- you are noisy or leave your apartment dirty, and the other tenants complain. Your landlord can ask you to leave unless you correct this.
- your landlord has warned you three times, in

writing, that you are breaking some rule and you do not pay any attention.

If your landlord asks you to leave and you refuse, he or she can go to court to get an "Eviction Notice". If your landlord gets this, you will have to leave the place. If you refuse, you will be breaking the law.

NOTE:
- If you are being evicted and you do not understand why, contact the Rentalsman. See the section "The Rentalsman" in this chapter.
- Your landlord cannot evict you for contacting the Rentalsman.

Repairs and Making Changes

The landlord must keep the place you rent in good condition and safe to live in. If you want to stay where you are, but the landlord will not make the repairs you think are needed, contact the Rentalsman. He or she may be able to help you, read the section called "The Rentalsman" in this chapter.

If you live in a house you may have a yard where you can plant a garden. If you are renting, the landlord will tell you whether you can build or take down a fence, paint or make changes to the house, cut down trees, or have a garden.

Paying For a Place to Live

Most Manitobans pay at least 25% of their income for a place to live. For example, if your total income is $20,000 a year, you can expect to pay at least $5,000 (or 25% of $20,000) for a place to live for one year.

When Buying

If you are buying a place to live read the section called "The Mortgage" in this chapter.

When Renting

If you are renting you may have to pay for utilities as well as your rent. You should keep this in mind when deciding on a place.

In 1982, for an average two bedroom apartment, the monthly costs looked like this:

Rent	$250.00
Electricity	9.00
Gas	50.00
Telephone	7.00
Parking	20.00
TOTAL	$336.00

In most cases you will have to pay rent once every month. You will likely have to pay your rent on the first day of every month. In some cases, such as furnished rooms, you may have to pay by the week.

NOTE: Be sure to keep in a special file all letters, agreements or receipts that have anything to do with the renting of your home. You will need your rent receipts when you do your income tax. See the chapter called SPENDING AND SAVING MONEY for more information on income tax.

Buying a Place to Live

It is important to know your rights and duties when you buy a house. Always have a lawyer help you when you are buying a place to live. A lawyer can tell you your rights and duties and help you buy wisely. A lawyer may be expensive. It may cost you several hundred dollars, but your home will probably cost you a lot more if you don't have a lawyer.

Where to Find a Lawyer

Law Society Information and Referral Service
Legal Information Line
Phone 957-1380
Also see page 370 in this book.
NOTE: When you phone, you must leave your name and phone number. They will then call you back.

You can get help finding a lawyer through the Legal Information Line or the Consumer Help Office at the International Centre.

The Mortgage

Very few people can pay for a house all at once. Usually, you will have to pay a part of the total cost of the house when you buy it. This is called a down payment. You will have to get a mortgage loan for the rest.

A mortgage is borrowed money. Bank, credit unions and trust companies have different kinds of mortgages. Be sure to shop around for the lowest interest rate and the best arrangement to meet your needs. Before you agree to buy a house, make sure that you can get a mortgage.

NOTE: The bigger your down payment is, the less your mortgage will be. Therefore, the less you will have to pay in interest.

See the section called "Bank Loans" in the chapter called SPENDING AND SAVING MONEY for more information on loans.

You can also ask the Consumer Help Officer at the International Centre to help you. They can give you advice in your own language. They can also give you information about:

- National Housing Assistance Loans
- Registered Home Ownership Savings Plan (R.H.O.S.P.)
- Manitoba Interest Rate Relief Programme
- Paying back your loan
- Paying your loan ahead of time

Living in Your New Home

Utilities – What Are They?

Utilities are extra things you will have to pay for if you are buying your home. If you are renting a place to live in, you should ask your landlord which utilities are included in the rent and which ones you have to pay for sepa-

rately. Utilities are: telephone, heating, hydroelectricity and water.

Telephone

To have a telephone in your home you have to rent one from the Manitoba Telephone System (M.T.S.). The rent you pay includes the telephone itself and the repairs it may need.

What to Do to Get a Telephone

PHONE CENTRES

Winnipeg

235 Portage Avenue
See No. 19 on Map AA
Open 8:30 - 6:00 Weekdays
Phone 944-8420
Buses: Any bus going downtown near Eaton's.

Brandon

1530 18th Street
See No. 21 on Map C
Open 10:00 a.m. - 9:00 p.m. Weekdays
Phone 725-3602

To get a telephone you will have to go to a Phone Centre. In Winnipeg there are several Phone Centres. See the box above for the addresses of the one in Brandon and in the downtown area of Winnipeg. If you have a telephone book, check in the first few pages under "Residential Customers - Phone Centre Locations and Store Hours" for the address of the one nearest you. If you live outside Winnipeg and Brandon see the chapter called LIVING IN RURAL MANITOBA.

When You Go To A Phone Centre:

- take 3 pieces of identification or I.D. with you. These can be your passport or visa, your Manitoba Medical card and your Social Insurance Number card.
- you will have to choose the kind of telephone you want. The rates vary depending on the kind you choose.
- At the time this book was written, the basic monthly rate in Winnipeg was $6.75. This rate is what you pay to have a black or colored desk or wall dial phone. You have to pay more for a touch-tone phone or a different model.

- you will have to pay a deposit. The amount of the deposit is about $50. The M.T.S. keeps this deposit for 6 months. After 6 months you can get this money back if:
  - you have paid your bills on time, and
  - you have not made too many long distance phone calls.

You can also get an extension or another phone in the same line. To do this you can rent an extension phone from M.T.S. or you can buy one from any store that sells telephones.

If you rent one from M.T.S. you will have to pay another $1.25 a month. If you buy one you do not have to pay more money to M.T.S. but they will not repair your phone.

After You Get Your Telephone

When you have a telephone you can make two types of phone calls:

- Local Calls
  In Manitoba you do not have to pay for each call that you make within the city or town you live in.
- Long Distance Calls
  To call anywhere outside the city or town you live in, you must pay an extra charge for every minute you talk. Your long distance calls will be included in your monthly bill.

There are three ways to call someone long distance:

- Customer Dialed Station-to-Station
  You dial this number yourself and speak to whoever answers. You are charged for the time that you talk. This is the least expensive long distance call.
- Operator Assisted Station-to-Station
  The operator helps you make the call and you speak to whoever answers.
- Operator Assisted Person-to-Person
  The operator places the call to the person you want to speak to. If the person you want to speak to is not there you do not have to pay for the call.

Cheaper Rates

If you make a long distance call between 6:00 p.m. and midnight Monday to Saturday or on Sunday between 8:00 a.m. and midnight, you may pay less than the regular rate if you:

- are calling someone who lives in Canada
- are calling someone who lives in another country that has a discount rate

Ask the operator to tell you if there is a discount rate for the place you are calling.

NOTE: The time for the discount rate is based on the time where the call begins. It is not based on the time in the place where the call is received.

Heating

If you own your home, your largest utility payment in the winter will be for heating. If you rent, the heating costs may be included in the amount you pay for rent. Ask your landlord about this.

The amount you pay depends on how much you use. You can arrange to pay the same amount every month throughout the year or you can pay for the actual amount you use each month. Ask the utility company about the "budget plan". The address and telephone number of the company is on the bill you receive. You could also ask the Consumer Help Officer at the International Centre about this.

NOTE: Because of the very cold winters, your heating costs could be very expensive if the place you live in is old and has very poor insulation or no insulation at all. You should consider this when looking for a place to live.

Hydroelectricity and Water

Your hydroelectricity and water bills are based on the amount of electricity you use and on the amount of water you use. The less you use, the less you pay. Your water bills will also include charges for using the service.

Paying Your Utilities Bills

Every month you will be sent a bill for each of your utilities. Usually the bill has two parts:

- the bill itself
  and
- a payment card.

To pay the bills you can:

- mail in the payment card plus a cheque for the amount shown in there
  or
- take the payment card to a post office, or a drugstore that has a post office, or to a bank and pay there.

For information on where to find a post office, see the chapter called YOUR FIRST DAYS IN MANITOBA.

Meters: Gas, Electricity and Water

Gas, electricity, and water costs are determined by the amount that is used. In some homes there are meters outside the house that show how much was used. In other homes, the meters are inside the house. A person will visit your home to read the meter. If your meter is inside the house, you must let the person come in. You can ask to see the person's identification before you let him or her in. If you are not home when the person comes to read your meter, he or she will leave a card for you to fill in. The card will explain how it is to be done. Get a friend or a neighbour to show you where your meters are and how to fill the cards in or ask the Consumer Help Officer at the International Centre.

hydroelectricity meter

gas meter

water meter

Cable Television

Winnipeg

Cablevision
930 Nairn Avenue
See No. 13 on Map B
Open 8:30 - 5:30 Weekdays
Phone 667-4610
Bus: Transcona

Videon Cable T.V.
651 Stafford Street
See No. 11 on Map B
Open 8:30 - 4:30 Weekdays
Phone 284-1222
Buses: Stafford, Pembina Hwy., King's Park

Brandon

Westman Cable T.V.
909 24th Street
See No. 22 on Map C
Open 9:00 - 5:00 Weekdays
Phone 727-6413

You may also want to have cable T.V. services connected. This will give you a choice of many T.V. stations to watch. There are two kinds of cable television:

- Basic service. This includes all local Canadian channels plus 4 American channels with advertising. It costs approximately $7.00 a month.
- Pay T.V. This is a newer type of service. It shows movies, sports events, plays and so on without advertising. This can cost up to $35.00 more a month.

If you live in Winnipeg, go to or phone Cablevision or Videon Cable T.V. See the box above. If you live in Brandon go to or phone Westman Cable T.V. See the box above.

Living Safely in Your Home

You can live safely in your home if you are careful and follow a few simple rules.

Fire

Fire Commissioner's Office
Room 510, Norquay Building
See the box on page 208 in the chapter called WORKING IN MANITOBA
Phone 944-3322

What To Do To Prevent Fires

Here is some information to help you prevent fires in your home:

- gasoline, solvent or natural gas and many cleaning fluids catch fire easily. The labels on these substances will be marked "FLAMMABLE" and will have the symbol in the picture.

- If you live in an apartment, the law says there must be fire alarms or smoke detectors in the building.
- If you live in a house and there is no smoke detector, you should buy one and put it in.
- It is a good idea to have at least one portable fire extinguisher in your home.
- never have an open fire in your home except in a fireplace. If you have a fireplace, always keep a proper fire screen in front of it. Make sure all chimneys and stove pipes are clean and not blocked. Ask the landlord when the chimney was inspected last, and if it is safe to use. If it looks dirty, ask the landlord to have it inspected and cleaned by a qualified chimney sweep. Chimney sweeps can be be found in the yellow pages of your telephone book under "Chimney Sweeps". Do not use the fireplace if you are told it is not clean or safe.
- You can not have an open fire or use fireworks outside your home without a permit.
- If you smoke:
  - never put a cigarette on a counter or any other place except an ashtray
  - never smoke in bed
  - before throwing an ashtray of stubs into a wastebasket or garbage bag make sure they are all out.
- Keep matches away from children and pets.
- If you think the building you live in is not safe from fires, call or go to the Fire Commissioner's Office. See the box above. They will send someone to inspect the building and tell you or the landlord how to make the building safe. You can also ask the Consumer Help Officer how to make your home safe from fire.

What To Know Before A Fire Breaks Out

Knowing what to do before a fire breaks out is very important. When you move into a new home:

- learn the fastest way to get out of your home. Most apartment buildings have fire-proof stairways or fire escapes. In case of a fire in your building, use them. Never use an elevator. Fire can cause the electricity to stop, and you could be trapped in the elevator.
- get to know where the fire alarm is and also the sound of it. Learn how to use it. Ask your landlord or caretaker to show you.
- learn how to use a fire extinguisher.

What To Do If A Fire Breaks Out

If a fire starts in your home, there are some steps to follow. Following these steps can save lives.

- get everyone out of the area of the fire.
- If there is a door or windows in the room where the fire is, close them.
- sound the alarm
  - shout "FIRE" several times as loudly as you can.
  - if you live in an apartment building go into the hallway and pull the fire alarm. This will sound an alarm in the building.
- use the nearest telephone which is not near the fire and call the emergency Fire Department number, 911. Say, "I WANT TO REPORT A FIRE". You will then be connected to the Fire Department. Say again, "I WANT TO REPORT A FIRE" and give your address. If you are phoning from a public telephone, you do not have to put money in to make the call.
- If the fire is very small, such as a small fire in your oven, you can use a fire extinguisher. Do not do this if:
  - the fire is spreading
  - you are not sure how to use the fire extinguisher.

- do not throw water on a fire caused by electricity or oil.
- You can help if you see fire or smoke in other people's homes or buildings. If you see smoke or flames, sound the alarm if there is one, and phone the Fire Department at 911.

NOTE: Fire protection is provided free. You do not have to pay if there is a fire at your home and a fire truck and firemen come to help.

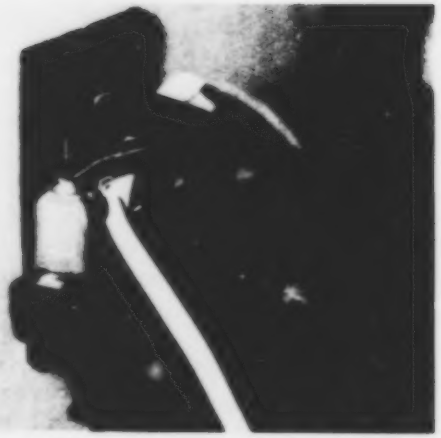
Electricity

Electricity is used for heating, cooking, lighting and many jobs in the home. The following are some things you should always keep in mind:

Cords and Outlets

- Never put fingers or objects into an electrical outlet
- Do not plug too many appliances in one outlet
- if cords or plugs are frayed or broken, do not use them. Have them repaired or replaced.

Make sure that cords are placed under rugs or carpets, or where someone can't trip over them.



Dangerous

Electrical Appliances

- Read and follow the instructions for using these appliances.
- Never use an appliance that is broken. Do not repair it yourself unless you are qualified to do it. Otherwise, have it repaired or replace it.
- Do not plug in an appliance near water or if your hands are wet. This can kill you.
- Never touch the inside of an electrical appliance when it is plugged in. For example, if a piece of toast is stuck in

the toaster, unplug the toaster before trying to remove the toast.
- Turn off the switch if you are changing a light bulb.

Oil and Natural Gas

Some stoves, heaters and furnaces use natural gas or oil to work. You must be careful about lighting matches or using flame near an appliance which uses gas or oil. It may cause a fire or an explosion. Also, breathing the gas is dangerous. It can kill you. It is important that you know how to use gas appliances safely and properly.

NOTE: Never store flammable products near stoves, heaters, furnaces or fireplaces.

Cleaning Supplies

Cleaning supplies are often made from strong chemicals. Most are POISON or can cause bad burns. Read the labels carefully before using them. Poisonous substances have the symbol in the picture marked on the label.

Treat all cleaning supplies as if they were poisonous.

- Always keep all cleaning supplies out of the reach of children. Store them high up in a cupboard or behind a locked door.
- Never mix cleaning products together. This can cause dangerous fumes or explosions.
- Don't use cleaning products where food is being prepared.

If you or someone else eats or swallows a cleaning product or any other kind of poison such as pills, shampoo or paint:

- call the POISON CONTROL CENTRE right away. The people there will tell you what to do.

OR

- go to the POISON CONTROL CENTRE right away. Take the container with you.

OR

- go to the nearest hospital. Take the container with you. This will help the doctors know what the poison is and what to do.

On the label of most products you will find directions as to what to do in case a person eats or swallows the product.

See the section called "Poisonings" in the Chapter called MEDICAL SERVICES.

Security

When you are at home or when you go out of your home, you should make sure that no-one can get in unless you let them in. This is most important in cities where many people live close together and you are not familiar with your neighbours. Thieves and other criminals look for someone who has been careless. You should take care to protect yourself from crime.

If you leave your home for more than two days, tell your caretaker how long you will be away. Ask a friend or neighbour whom you know and trust, to check on your home to make sure that everything is all right. Ask them to collect your mail and newspaper and to go inside and turn on the lights from time to time. This will make it look as if there is someone at home. If thieves think you are at home, they will be less likely to break into your home.

Privacy

No one has the right to enter your home without your permission, enless under special circumstances such as an emergency. When strangers come to your door, find out who they are and what they want before you open the door.

If you are not sure who they are, ask to see their identification, or refuse to let them in.

If the landlord or caretaker wants to enter your home, he or she must tell you first. The landlord must tell you why he or she will enter your home and the time of day of entry. This is called giving notice of entry. The notice of entry must be given at least 24 hours in advance. Also, the entry must be made during daylight hours. Otherwise, unless there is an emergency, the landlord or caretaker cannot enter your home without your permission.

Some apartment buildings have a security system by which nobody can get in the building unless they have a key, or someone inside lets them in. This is to make sure that strangers cannot enter without permission. If you live in one of these secured apartment buildings, it is important that you do not let in people you don't know.

Locks

Check to see if the doors and windows of your home can be closed and locked properly. If you rent an apartment or house, ask the landlord or caretaker to put locks on the windows and the doors that lead to the outside.

Changing The Locks

If your home is broken into, or if you lose your keys, or if they are stolen, you should change the locks as soon as possible. You can find a locksmith by looking in the yellow pages of your telephone book under "Locksmiths". If you rent your home and it is broken into, your landlord should pay to have the locks changed. Neither you nor the landlord can change the lock on the door without the other person agreeing. When a new lock is installed, or put in you and your landlord should get a copy of the new key.

Keeping Your Home Clean

Whose Responsibility

If you rent your home, you and your landlord share the responsibility of keeping the building clean. Make sure that you understand what the landlord will do to look after the building. This should be written in the lease.

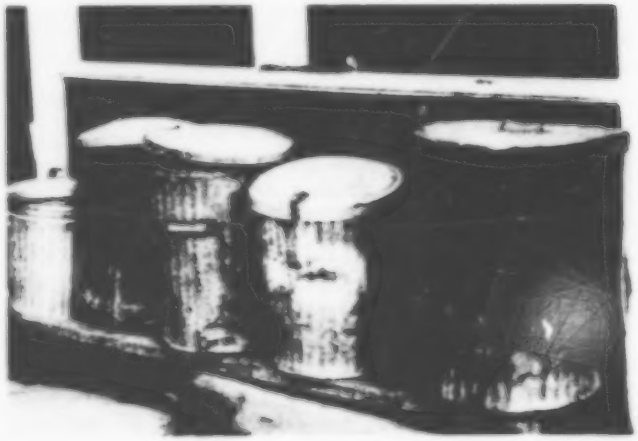
If you own your home, it is your responsibility to keep it clean. You must also follow laws of health and safety. For example, removing snow and ice from your steps and sidewalk to prevent accidents.

Garbage

In some apartment buildings there is a place where you can put your garbage. There might be a trash chute in the building where garbage

can be thrown. Don't put things down the chute if they are too big to go in. Sometimes it is necessary to keep cans, bottles and paper trash separate from other garbage such as food scraps and dirt from cleaning your house. Ask your landlord or caretaker if you should separate the different types of garbage.

Usually once a week, a city truck will collect garbage and take it to the municipal dump. In Winnipeg, a garbage truck will pick up garbage in certain areas on certain days of the week. Ask a neighbour or the Consumer Help Officer at the International Centre about the day the truck will come to your area and how to put your garbage out for collection.



Right

Wrong

If you have a large amount of trash or large articles to throw away such as mattresses or furniture, you can arrange for a special pick-up by the city garbage truck. In Winnipeg, phone: 786-8411. Outside of Winnipeg, phone your local municipal office. This is free.

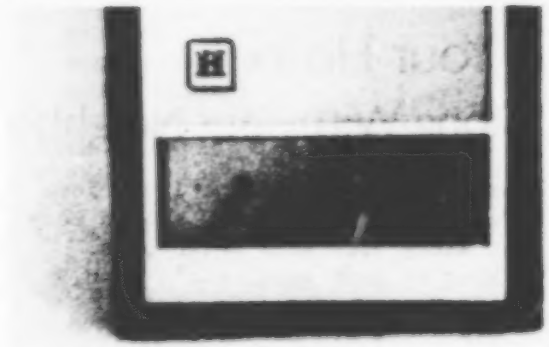
You can also arrange and pay for this yourself. Look in the want ads under "Personal" or in the yellow pages of your phone book under "Cartage and Express".

Inside or outside your home, garbage or trash should be put in a bag or container which must be closed or covered. This will stop unpleasant odours, and keep insects, dogs, rats and other animals from getting at it. You should not keep large amounts of garbage in your home.

Heating and Cooling Your Home

Depending on the type of heating and cooling system,you may be able to control the temperature in your home. The machine used to control temperature is called a thermostat. Some homes have a thermostat in each room. In many apartments, the temperature is centrally controlled by the landlord or caretaker, and there are no thermostats in your apartment.

If you have a thermostat in your home, ask a friend or the caretaker to show you how to use it. To save energy and money, try not to adjust the temperature often. A steady, moderate temperature, at about 18° C is comfortable. If there are young children or older people in the home, a temperature of about 21° C is better. Keep the doors and windows closed when heating and cooling your home.



If you live in an apartment, there may be a radiator in each room. You can control the heat by turning the knob on the radiator. Ask your landlord or caretaker how to do this.

Be careful: Radiators can get very hot. You can be badly burned if you touch a hot radiator or if you turn the radiator knob too far and release the steam or hot water.

If the heat in your apartment is centrally controlled by the landlord or caretaker, you can ask them to adjust the heat if you are much too hot or much too cold.

Ask the Consumer Help Officer for good advice on how to save money and energy.

Outside Your Home

Getting Along With Your Neighbors

Your neighbours are the people who live close to you. There are some things you should keep in mind to get along with your neighbours.

- Avoid walking on your neighbour's lawn
- Clean up after your pets.
- Keep the grass cut around your home.
- Always ask before picking your neighbour's flowers, fruit or vegetables.
- Loud music, yelling or loud talking and other noisy activities bother people, especially at night.

If your neighbours are noisy, you should talk to them and ask them to be quiet. If the problem continues, you can call the police and ask them to help you.

There may be certain places around your home where children are not allowed to play. Children should not be allowed to play in parking lots or in the street.

For information on things to do in your community see the chapter called HAVING FUN IN MANITOBA.

Guide to Chapter 10

You and the Law

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You and the Law

Some Basic Ideas

Canadians like to think of themselves as living in a free country. Many people who have come from other parts of the world would agree. But what does freedom mean? Is it limited? If so, how? What are rights? Who has them? What about the Police? And Lawyers? How does the Canadian Legal System work? How can you protect your rights? In this short chapter we will try to answer these and a few other questions, if only briefly.

Freedom–What Is It?

One way to explain freedom is to say that freedom is being able to think, speak and act as we wish without being afraid that the government or anyone else will act against us for doing so.

Rights–What Are They?

There are several different ways of looking at rights but in this book we shall say simply that a right is something which you can use to protect your freedom. Most importantly, a right is something which, once you have it, no one can take away from you without breaking the law. This includes the government.

The Charter of Rights and Freedoms

In 1982, after long and difficult discussions, the provincial and federal governments of Canada came to an important agreement. It was a promise to guarantee certain freedoms and rights to people living in Canada. This is called the Charter of Rights and Freedoms.

Four Basic Freedoms

In the Charter, freedoms are guaranteed to all people living in Canada whether they are Canadian citizens or not. (For information on Citizenship see the chapter called IMMIGRATION AND CITIZENSHIP). Neither the Manitoba nor Canadian Government can make laws which violate these freedoms.

Freedom of Conscience and Religion

This is the freedom to believe what you wish to believe, and to live following those beliefs. You have the freedom to practice any religion, or no religion at all.

Freedom of Expression

This is the freedom to say and write what you want, when you want and where you want. It includes the freedom of speech, of the press - newspapers and magazines - and other types of communication such as radio, film and tape.

Freedom of Association

This is the freedom to belong to any organization you wish.

Freedom of Peaceful Assembly

This is the freedom to meet with others peacefully to disuss anything you wish and peacefully to show how you feel about government programmes, community issues or about such problems as nuclear arms.

Photo Courtesy Of Winnipeg Free Press - Wayne Glowacki

Are These Freedoms Without Limit?

The answer, of course, is no. Some limits are necessary so that the freedoms of some people will not cause harm to others. For example, freedom of expression is limited by law. The law says you cannot say, print or broadcast anything about another person which is not true and which causes harm to that person. This is called the law of defamation.

Another example might be the limits on freedom of association. The law says you cannot belong to an association if the purpose of that association is to overthrow the government by force or other illegal means. This would be the law regarding treason. These are examples of how laws can limit freedoms. It is important to understand that laws are the only way that governments can limit freedom. If there is no law, then the freedom we have is unlimited.

NOTE: Unlimited freedom for some people can cause problems for others. See the section called "What Can You Do About Racist Name Calling" later in this chapter.

How Are Laws Made?

The laws for Canada are made in Ottawa by Members of Parliament, or MP's. The laws for Manitoba are made in Winnipeg by Members of the Legislative Assembly or MLA's. MP's and MLA's are men and women elected by the citizens at different times. Because they have the power to make laws, they must follow these rules:

- Their meetings must be open to the public.
- Everyone has the right to speak directly to them, singly or in groups.
- Citizens have the right, periodically, to vote for their MP's or MLA's or, not to elect them again, if they so choose.

NOTE: If you want information on ways to have the law changed, see the section called "What Can You Do If You Want To Have Government Services Changed?" later in this chapter.

Rights

The Charter of Rights and Freedoms guarantees several kinds of rights. Equality Rights and Legal Rights are for everyone. Mobility Rights and Democratic Rights are not.

Equality Rights

The law says everyone has the right to equal treatment. This means there cannot be any discrimination on:

- race
- colour
- religion
- sex
- age
- mental or physical disability
- marital status
- country from which a person has come

This means you cannot be refused an apartment, a house, a job, a promotion or services because of any of the above reasons. If this happens to you, you can do something to have the wrong corrected. See the section in this chapter called "How Can You Protect Your Rights".

Legal Rights

Everyone has the right to life, freedom, and safety. They may not be taken away except by a special method called Due Process of Law. For more information on this see the section in this chapter called "The Right To Due Process Of Law".

Everyone has the right to be safe from "unreasonable search and seizure". 'Search' here means the police looking through your pockets or your home or property. This includes your car.

'Seizure' means the police or other government officials taking things that belong to you. The police may search you or your home or property only if they:

A) have a good reason to think you have illegal drugs or weapons

OR

B) have a piece of paper called a Search Warrant or Writ of Assistance.

Without either A or B the police cannot legally search you or your home unless you permit them to do so.

If you do not ask them for their warrant, (or their reason, in the case of A, above) they will think you have given your permission for them to search. You should always ask them to show you their warrant or to give you the reason why they think you have illegal drugs or weapons.

NOTE: At points of entry into Canada as in all other countries, customs officials have the right to search your belongings and to seize illegal goods.

Everyone has the right not to be stopped or put in prison without a good legal reason. The following points are important to remember:

- If a police officer stops someone who is walking and only asks him or her to come to

the police station, that person does not have to go. In fact, he or she does not have to stop and answer questions unless arrested. However, most Canadians are willing to answer questions and help the police do their job.

- If a police officer asks a person who is driving a car to stop and produce his or her driver's licence, that person must do so. Not stopping in this case is against the law.
- If a police officer arrests someone, then that person must stop and follow the police officer's orders. However, the person does have the right:
  - to be given proof of police identification by the police officer arresting him or her,
  - to be told immediately why he or she has been arrested,
  - to be told immediately of the right to get a lawyer,
  - to make as many phone calls as necessary to get a lawyer without delay,
  - not to answer any questions after giving his or her name,
  - to be set free if the police do not charge him or her with a crime within 24 hours.

The Right To Due Process Of Law

Everyone who is charged with a crime has the right to Due Process of Law. There are ten parts to this. Here they are:

1. You must be told what the charge is for.
2. You must be given bail unless there is a good reason not to give it. See the section called "Bail" later in this chapter.
3. You must be told the date of the trial well in advance.
4. You must be given a chance to tell your side of the story.

5. You must be given a chance to question those who are speaking against you.
6. You must be allowed to get help from a trained lawyer.
7. You must be given a trial within a reasonable length of time.
8. You must be given a public hearing with the following judgment published for all people to read.
9. You must be given the services of an interpreter if necessary.
10. You must be given trial by jury in serious cases. This means the decision is made not by a judge but by 12 people, acting as a jury.

Bail

'Bail' means that a Judge, Magistrate, or Justice of the Peace can allow a person to go free before trial in court. The person must promise to come to court for trial. He or she may have to leave an amount of money or some valuable possession. This will be lost if the person does not come to court for trial.

NOTE: If you are not a citizen or permanent resident, you may not get bail unless you can show that you have 'fixed roots' in the community. If you cannot show this, the judge may not believe you will come back to court for trial and so refuse to grant bail to you unless you can get someone with fixed roots to guarantee your appearance. This person is called a "surety".

Limited Rights

Here it is important to understand that in the case of Mobility Rights and Democratic Rights citizens, permanent residents and visitors are not treated equally.

Mobility Rights

Every citizen has the right to enter, remain in, leave and re-enter Canada.

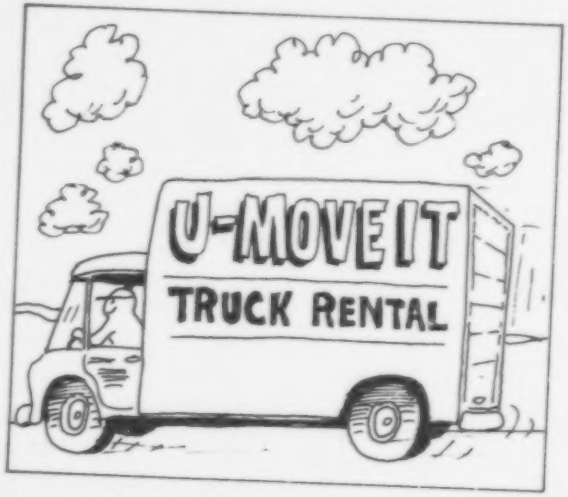
Every citizen and permanent resident has the right to move to and set up a home in any province of Canada.

Every citizen and permanent resident has the right to find and keep a job in any province.

NOTE: There may be limits as follows:

- you may have to live in a province for a certain length of time before receiving benefits paid for by tax-

- payers. For example, welfare. any newly arrived person, even a Canadian citizen from another part of Canada, may be not be treated equally in some provincial government programmes. These are usually programmes to help people without jobs who already live in that province.



Democratic Rights

These are the rights to take part in elections either by voting or by standing for election.

Every citizen whether born in Canada or not can vote or stand for office in all government elections if he or she meets the rules which apply regarding age and residence.

NOTE:
- There are some citizens who do not have these democratic rights. They are:
  - people who work in the administration of elections
  - all judges
  - patients in mental hospitals
  - people in prison

For more information on citizens' and permanent residents' rights to vote, see the chapter called IMMIGRATION AND CITIZENSHIP.

The Police

How Do You Feel About the Police?

In some countries many people do not trust their police. In fact, they may fear them. For a number of reasons this is not true in Canada. Here, many people think that the police are good people doing a difficult job. Parents may tell their children that the police are their friends and not to be afraid of the police. Of course, not all Canadians love the police. However, most have a high degree of respect for their police forces. It is a good idea to keep this in mind when you are dealing with the Canadian police.

If You Have a Complaint Against a Police Officer?

Manitoba Police Commission
5th Floor, 405 Broadway Avenue
See No. [redacted] on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-2825
Buses: Osborne, Corydon, Stafford, Pembina, N. Main, Academy, Wolseley, Sherbrook, Tache, King's Park, McGregor.

If you think a police officer has not acted properly, you have the right to make a complaint. This is what you have to do:

- Write down the police officer's number. This is on the badge of the police officer's hat. If you cannot see it, ask him or her. He or she must give you this information.
  OR
- Write down the number that is painted on the side or the trunk of the police car.
- Go to the nearest police station. Ask for the duty officer.
- Tell him or her what happened, where and when, and any other information that will help.

The duty officer will write a report about what you said happened. This will be looked at by a special part of the police department. If they agree the police officer acted wrongly, they will make sure he or she is punished. This can happen within the police department or, if they think a law has been broken, the police officer will be charged and the case will go to court. If they do not agree with you, nothing will be done. In any case, they will send you a letter telling you what happened.

NOTE: At the time this book was being written, a new Manitoba Law was being passed on this problem. It is called the Law Enforcement Review Act. For information on how this works, you should go to or phone the office of the Manitoba Police Commission.

Bribery

Police in some countries may encourage people to give them gifts or money in return for police favours. This is called bribery. It is against the law for anyone to offer a bribe to a police officer, or for the police officer to accept one. In Canada, trying to bribe a police officer would probably get someone into very serious trouble. It may even result in a prison sentence.

Lawyers

A lawyer is a person who is trained in the law. He or she can help you understand your legal rights and speak for you in court. It is a good idea to have a lawyer with you if you have to go to court. However, if you have no lawyer when you go to court the first time, there will be a lawyer there to help you. This person is called the duty counsel. He or she will help you during your first appearance only. After that you must have your own lawyer. If you are charged with a serious crime you should try to get a lawyer as soon as you can.

Legal Aid Manitoba Head Office 325 Portage Ave

NOTE: If you are innocent, say you are. Never say you are guilty just because it seems the easiest thing to do.

What to Do If You Cannot Afford a Lawyer

Legal Aid Manitoba

Winnipeg

Head Office
325 Portage Avenue
See No. 15 on Map AA
Open 9:00 - 5:00 Weekdays
Phone 947-6501
Buses: Any bus going downtown near Eaton's.

Ellen Street Community Legal Services
395 Notre Dame Avenue
See No. 16 on Map AA
Open 8:30 - 5:00 Weekdays
Phone 943-0491
Buses: Notre Dame, Logan.

LaSem Community Legal Services
401 Provencher Boulevard
See No. 11 on Map B
Open 9:00 - 5:00 Weekdays
Phone 233-4538
Buses: Provencher, Tache, Aulneau.

Main Street Community Legal Services
862 Main Street
See No. 12 on Map B
Open 9:00 - 5:00 Weekdays
Phone 586-9711
Buses: N. Main, Corydon, Mountain, Sargent, Watt.

University of Manitoba Law Centre
Faculty of Law, Robson Hall
University of Manitoba
See No. 13 on Map B
Open 8:30 - 4:30 Weekdays
Phone 269-9610
Buses: Pembina Hwy., Waverley, King's Park.

NOTE: You should phone and make an appointment before you go to any of these places.

Brandon
Westman Community Legal Services
136 11th Street
See No. 18 on Map C
Open September to May: 9:00 - 5:00 Weekdays
June to August: 8:30 - 4:30 Weekdays
Phone 727-0633

Thompson
Provincial Building
59 Elizabeth Drive
Open 8:30 - 4:30 Weekdays
Phone 778-4411

The Pas
Northlands Community Legal Services
162 Fischer Avenue
Open October to May: 8:30 - 12:00,
1:00 - 5:00 Weekdays
June to September: 9:00 - 5:00 Weekdays
Phone 623-6427

Dauphin
Parklands Community Legal Services
19 Memorial Boulevard
Open 8:30 - 4:30 Weekdays
Phone 638-8006

Selkirk
Interlake Area Office
407 Main Street
Open 9:00 - 12:00, 1:00 - 5:00 Weekdays
Phone 482-7595

NOTE: Before going to any of these places you should phone and make an appointment.

If you don't have enough money to pay for a lawyer, you can probably get help from Legal Aid. Legal Aid lawyers are the same as other lawyers. They are partly paid by the government. This means that people who could not afford a lawyer can get one.

Who Can Use Legal Aid?

Anyone can get free general legal advice from a Legal Aid office. Simply phone or go to any of the offices listed in the box at the top of this section.

However, if you want Legal Aid Manitoba to pay for a lawyer to work for you, then you will have to apply and show that you cannot afford to pay for a lawyer yourself. Legal Aid is only for those who have very little money.

At the time this book was written in 1983, these were the rules:

You can get Legal Aid if:

You are a family of	AND Your yearly income before taxes is not more than
1	9,500
2	11,100
3	12,200
4	13,300
5	14,400
6	15,500
7	16,700

Who Will Your Lawyer Be?

There are many lawyers who will work for Legal Aid clients. Some of them do only this type of work. Others work on Legal Aid cases some of the time and in their private practices the rest of the time. You will be able to choose from a list at the Legal Aid office.

How Do You Apply?

- Go to one of the Legal Aid Offices listed in the boxes on pages 370 and 371.

  OR

- Contact any lawyer who accepts Legal Aid clients.

  OR

- Fill out an application form at any of these places.

How to Find a Lawyer If You Are Not Using Legal Aid

The Law Society of Manitoba
1400-1 Lakeview Square
155 Carlton Street
See No. 11 on Map AA
Open 9:00 - 5:00 Weekdays
Phone 957-1380 for Information and Referral Service
Buses: Any bus going downtown near The Bay.

NOTE: If you live outside Winnipeg, you can call 1-800-262-8800 at no charge.

The Law Society will help you find a lawyer. You can go to their office or phone. Tell them where you live and the type of legal problem you have. They will give you the name and address of a lawyer near you who is experienced in that area of the law. The Law Society does not charge a fee for helping you find a lawyer.

NOTE: If you phone, leave your name and number and they will phone you back. They will ask you what type of legal problem you have and give you the name and address of a lawyer. Make an appointment with the lawyer. Tell him or her you were referred by the Lawyer Referral Service. You will not be charged more than $10.00 for the first half hour. During this time you can decide if you want to continue with this lawyer. You can also arrange for the fee for the rest of the legal services at this time. Do not be afraid to ask how much it will cost, or if there are ways it could be done at a lower cost. Your lawyer will not be angry.

Systems of Law

Canada has two basic legal systems. These are the Criminal Law System and the Civil Law System.

Criminal Law		Civil Law
A case is called:	a criminal case	a law suit
Deals with:	rights and duties of people to "The Crown" (which is what the state or government is called in Canadian courts).	rights and duties between people and organizations (which are called "parties" in civil law).
Type of penalty:	a fine paid to the government, imprisonment, or both. Also possible are: probation, suspended sentences, discharges and community services.	money or "damages" paid by one party to the other.
Reason for penalty:	breaking the Criminal Code or system of laws.	loss of income, loss of property or the things you own, physical or mental injury and so on.

Being a Witness

What Is A Subpoena?

Sometimes a person may have information, or evidence, which is needed at a criminal trial. If so, that person will be given a subpoena. This is an order to come to court to give evidence, or 'testify'. The subpoena will tell you:

- the name of the person charged with the crime
- the name of the crime
- the time and place at which you must come to court.

It is important to understand that you must appear at court at the time and place stated in the subpoena. If you do not, you will probably be arrested and charged under the Criminal Code.

Witness Assistance

Witness Reception Centre
Provincial Judges Court
Room 303, 373 Broadway Avenue
See No. ● on Map AA
Open 8:30 - 4:30 Weekdays
Phone 944-3594
Buses: Osborne, Corydon, Stafford, Pembina, N. Main, Academy, Wolseley, Sherbrook, Tache, King's Park, McGregor.

This is a service to help people who are taking part in the Criminal Justice System. The people there can help in the following ways. They can:

- provide an interpreter at no cost to you
- explain the charge against the accused person
- give more information about the Criminal Justice System.

NOTE: They may also arrange for you to be excused from court at the time and place stated if:

- you have serious reasons for not being able to attend

- you phone or go to their offices immediately after you receive the subpoena to explain why you cannot appear.

Some Good Advice If You Are A Witness

- Tell the truth. Even a small lie can make people question the evidence you give. Also, it is against the law not to tell the truth when giving evidence in court.
- Be Prepared. Think over what happened and tell the story as it happened. Do not talk about the case with any other witness before you or they have given evidence. Do not prepare a speech.
- Listen to the question asked. If you do not understand, do not be afraid to ask what it means. Do not answer until you understand.
- Do not guess. If you do not know, say that you do not know. Do not express your opinion on the case or tell what others told you.
- Take your time. Think carefully about your answer before giving it.
- Speak slowly and clearly so that everyone in the courtroom can hear. One of the lawyers may try to make it seem that you are not telling the truth, or that you do not know what you are talking about. This is part of that lawyer's job. Be polite even if that lawyer seems rude to you.

NOTE: For more advice and information get a copy of the booklet "WHAT YOU NEED TO KNOW: Information for the Victim or Witness of Crime". You can get this at the Victim Assistance Office.

Using the Civil Law System With a Lawyer

If you have lost income or some of the things you own because of another person's actions, you may be able to use the Civil Law System to get some or all of your money back. There is a large number of civil courts. If your claim is a large one - over $1,000.00 - it will probably be a difficult matter and you will need a lawyer to do it.

Without a Lawyer– Small Claims Court

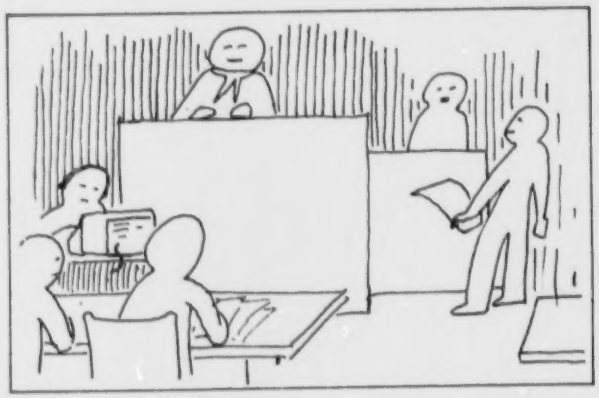
Small Claims Court
2nd Floor, 405 Broadway Avenue
See No. 17 on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3138
Buses: Osborne, Corydon, Stafford, Pembina, N. Main, Academy, Wolseley, Sherbrook, Tache, King's Park, McGregor.

If your claim is for $1,000.00 or less, then you will not need the help of a lawyer. You can use a special court called the Small Claims Court. It is different from other courts in a number of ways:

- It is much more informal and relaxed than other courts. You do not need a lawyer to understand what to do or what is going on.
- You appear before a clerk of the court, not a judge.
- The clerks are very good in helping you get your claim ready. They will answer all your questions and help you with the paper work.
- Court costs here are very low.

NOTE: In Winnipeg, the Small Claims Court is on the second floor of the Woodsworth Building. Telephone: 944-3138. Outside Winnipeg, you can find it in the nearest county court office.

Who is Guilty? Who is Innocent?



Punishment is terrible enough for the guilty. It is unacceptable to think of punishing the innocent. In Canada, the legal system says that everyone is thought to be innocent until he or she is proved to be guilty beyond a reasonable doubt. This means that if you are

accused of a crime, you do not have to prove you are innocent. The Crown has to prove that you are guilty. It is not enough for them to prove you may be guilty, or that you probably are guilty. They must prove that you are guilty in such a way that a reasonable person would have no doubt about it. Of course, this means that sometimes truly guilty people may not be punished. Some people say that it is better for ten guilty people to go free than for one innocent person to be punished.

Crimes and Punishments

Everyone in Canada is under the same criminal law. People who commit crimes may be punished in either or both of the following ways:

- Fines: This means having to pay money to the government.
- Imprisonment: This means going to prison for a certain minimum length of time.
- Community Service: The guilty person must perform some service to the community. You can ask about this at the court.

The size of the fines, length of prison sentences or type of service depend upon the type of crime and the individual situation. Here is a list of a few crimes which are considered serious matters in Canada. Some of these may not be seen as serious crimes in other countries.

Drug Offences

- Possession of certain drugs such as heroin, cocaine or LSD is a crime.
- Sale of these drugs is called trafficking and carries very heavy punishment.

Common Assault And Assault Causing Bodily Harm

Common Assault means saying you will hurt someone so that the person becomes afraid.

Assault causing bodily harm means hurting someone. Both these crimes are often called assault.

It is a crime to assault anyone, including your family. This does not mean that you could be arrested for spanking your child, but the police could arrest you for beating your children, your wife or husband or anyone else.

Shoplifting

This means stealing things from stores. Many people try this because they think they can "beat the system" or steal without being caught. They are often wrong and must face stiff punishment when caught.

A Criminal Record

The police keep a record of everyone who has been found guilty of a crime. Having a criminal record can be a serious thing. Some employers may ask you on job applications whether you have a criminal record and what crime it is for. An employer may refuse to hire you because of your record (a store, for example, may not want to hire you if you have a criminal record for shoplifting). If you are found to have a criminal record, some professions may not allow you to practice even if you have completed your studies.

You may even have to leave Canada if you are a permanent resident and are found guilty of a criminal offence. See the section called "Deportation, Exclusion Orders and Departure Notice" in the chapter called IMMIGRATION AND CITIZENSHIP. A criminal record for a serious offence may prevent you from being able to get Canadian Citizenship if you do not already have it, and from gaining entry into other countries. A person with a criminal record can apply to the Government of Canada and ask to be pardonned for a crime. For more information, write to:

The Solicitor General of Canada
Parliament Buildings
Ottawa, Ontario

or in Winnipeg phone the National Parole Service at 949-4306.

If You Are a Victim of Crime

The Criminal Injuries Compensation Board
333 Maryland Street
See No. 7 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 775-7821; if you live outside Winnipeg, you can call 1-800-362-3340 at no charge.
Buses: Sherbrook; any bus going down Portage Avenue.

Sometimes, when a crime is committed, innocent people are hurt. They may also be hurt while trying to help a police officer. It may be that they will lose time from work because of their injury. They or their families may have other expenses because of the injury. In all of these cases the people who were hurt, or their families can apply for compensation, or money, from the Manitoba and Federal Governments. This is true if the crime happened in Manitoba and if it is one of the crimes listed by the Criminal Injuries Compensation Board.

What Are The Benefits?

- 75% of average income up to a certain maximum. In 1983 it was $25,000. This will last for as long as the person is off work because of the injury. A statement from a doctor will be needed.
- If the person is unemployed, a certain amount will be paid every month. In 1983 it was about $480.00.
- If someone is killed:
  - a cash payment to the husband or wife. In 1983 it was $1,050.00.
  - necessary expenses for transporting the body, burying the body and paying for a burial place up to a certain maximum amount.
  - 75% of average income paid every month to a dependent husband or wife up to a certain amount.
  - a certain amount per month for each child. The amount depends upon whether or not the husband or wife of the victim is alive.

What Are The Limits?

A person cannot receive benefits if:

- the crime was not reported to the police within a reasonable time.

- the person did not give a reasonable amount of help to the police.
- the person could receive payment under some other programme of the Manitoba Government such as Autopac or Workers Compensation Board.
- the claim is less than $150.00.
- the claim is for loss or damage to the things you own - except for the clothes you were wearing, your eyeglasses and false teeth.

How Do You Apply?

You should go to or phone the Criminal Injuries Compensation Board in Winnipeg. Fill in a claim form. After your claim has been checked by one of the staff, you will be sent a letter stating if you will receive benefits, and if so, how much.

If You Disagree

If you disagree with the decision made by staff, you can ask to have your claim reviewed by the Board. In some cases the decision of the Board may be appealed also.

Victim/Witness Assistance in Winnipeg

Victim/Witness Assistance
See the box at the beginning of the section called "Witness Assistance"
Phone 944-3266

If you live in Winnipeg, you may want help from the special programme called Victim Services. If asked, they will give you:

- information about the progress of your case
- help in understanding the court system
- information about getting your property returned
- a sympathetic ear if that is what you need.

How Can You Protect Your Rights?

Unfair Discrimination

The Manitoba Human Rights Commission
Room 1007, 330 Portage Avenue
See No. 11 on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3007 or 944-3008
Buses: Any bus going downtown near Eaton's.

NOTE: If you live outside Winnipeg, you can call 1-800-282-8069 at no charge.

The Canadian Human Rights Commission
Room 718, 275 Portage Avenue
See No. 22 on Map AA
Open 8:00 - 5:00 Weekdays
Phone 949-2189
Buses: Any bus going downtown near Eaton's.

Discriminating unfairly against people is usually illegal in Canada. Normally a person cannot refuse you a job, a promotion, an apartment, or any service open to the public because of:

- the country you came from,
- the fact that you are married/single/divorced,
- the fact that you have children,
- the fact that you are mentally or physically handicapped.
- your sex
- your age
- your colour
- your religion
- your race
- your political beliefs

If you think you or a friend are being discriminated against unfairly, you can ask about making a formal complaint by going to the Manitoba or Canadian Human Rights Commissions. If you don't understand English, get an interpreter from the International Centre. (See page 2 of this book for more information on this). The people at the Manitoba Human Rights Commission office will help you file your complaint. It is against the law for someone to act against you for making an honest complaint.

NOTE: It is often not easy to prove you have been discriminated againt. You will probably need clear proof of what the other person said in English. This may be difficult to provide unless your English is good enough to allow you to repeat exactly what was said.

What Can You Do About Racist Name-Calling?

Many immigrants complain to the police when they are called racist names. However, name-calling is a form of discrimination which is not against the law. If a racist calls you a name, you should try to ignore that person even though it may be difficult. It is important to remember that a racist is an ignorant person who wants to make you feel bad. Anything you say which lets that person know that you are angry or hurt because of name-calling tells that person that he or she has succeeded.

NOTE: If you are called a racist name at your work, while getting service at a restaurant, or while asking about renting a place to live, you can report this to the Manitoba Human Rights Commission. In these kinds of situations racist name-calling <u>is</u> against the law.

Sexual Harassment

Manitoba Human Rights Commission
See the box in the section called "How Can You Protect Your Rights."

The Women's Bureau

Winnipeg
241 Vaughan Street
See No. 3 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 944-3476
Buses: Any bus going downtown near The Bay.

Brandon
Provincial Building
340 9th Street
See No. 1 on Map C
Open 8:30 - 4:30 Weekdays
Phone 728-7000

Women's Employment Counselling Service
Room 503, 352 Donald Street
See No. 1 on Map AA
Open 9:00 - 5:00 Weekdays
Phone 943-0473
Buses: Any bus going downtown near Eaton's.

What Is It?

Sometimes, people who have power over others use this power to get sexual favours. In other cases, they may make life unpleasant for someone whom they find sexually attractive. For example, a man may treat women who work for him or with him in the following ways:

- He may make it clear that unless the women give him what he wants sexually, they will be fired or will not be promoted.
- He may touch, pinch, pat or in any way bother them physically.
- He may make unwanted sexual jokes or remarks about them, their appearance, their personal lives or about women in general.

These are all examples of sexual harassment because:

- they are unwanted
- the women are not free to object because they are afraid of losing a job, a promotion or a raise.

What Can Be Done?

If this sort of thing has happened to you at work, or while you were receiving service in a restaurant or while you were dealing with a landlord or apartment building superintendent, you should:

- write down what happened
- get names of people who saw what happened to you
- find out if others have had the treatment
- report the harassment to a supervisor or senior manager
- go to or phone the Women's Bureau or the Women's Employment Counselling Service. They will be able to give you good advice on what to do.
- go to or phone the Manitoba Human Rights Commission. They will look into your case and they have the power if necessary to lay charges
- talk to a lawyer about using the civil law system to obtain 'damages' or money in payment for the harassment.

NOTE: If the harassment is in fact rape, or attempted rape, you should call the police

Where Can You Go If Treated Unfairly By Government Officials?

Office of the Ombudsman
Room 509, 491 Portage Avenue
See No. 23 on Map AA
Open 8:30 - 5:00 Weekdays
Phone 774-4491
Buses: Any bus going downtown near The Bay.

The Manitoba Government is a large organization with many powers. Sometimes people who work for the government make mistakes or sometimes a law or policy is unfair. The Ombudsman is a person who has the job of looking into these problems. If you have a complaint you should go to the Ombudsman. He or she has power to examine all records and to make recommendations to the government. Usually these recommendations are followed. It is important to understand that the Ombudsman only has power to look into complaints against the provincial government and its agencies. He or she cannot look into complaints against the federal or city government, or private businesses. However, someone at the Ombudsman's office may be able to refer you to a place where you can get help.

What To Do

If you feel that Manitoba Government officials have not treated you fairly, you should go to the Office of the Ombudsman.

- Make a complaint in writing. If this is difficult for you, you can get help from people in the office.
- The complaint will be looked into.
- The result will be sent to you.

If the Ombudsman agrees that your complaint is valid, he or she will recommend that the situation be corrected.

There is no charge for this service.

NOTE: There are people on staff at the Ombudsman's Office who can speak English, French, German, Italian, Polish, Ukrainian, Russian, Spanish, Czechoslovakian, Serbo-Croat (Yugoslav).

What Can You Do If You Want Government Services Changed?

If you don't like how government services are being delivered or think they could be improved, it is your responsibility to make sure the government officials and politicians know this. You do not have to be a citizen of Canada to do this, but it will help your cause if you can vote.

Here are some things you can do to get the attention of people who make decisions:

- Talk or write to the government officials responsible for those services. Find out as much information about the service as you can. Also find out what the govern-

ment officials think about those services. Let them know, politely, but clearly, what you think of those services.

- If the official does not help you, ask to talk to his or her supervisor.
- Write or talk to your political representative. This person is called:
  - Member of Parliament or M.P. if he or she is in the Canadian government,

    NOTE: Letters to your M.P. do not need a postage stamp, just his or her name, and: House of Commons, Ottawa.
  - Member of the Legislative Assembly or M.L.A. if he or she is in the Manitoba government,
  - Counsellor or Reeve if he or she is in the Local government.
- Write letters to the editors of newspapers, explaining your position.
- Start or sign a long list of signatures, called a petition which will show how many people agree with you. Send or bring it to the decision makers.
- Organize or join a peaceful demonstration of people who agree with you. Most effective demonstrations are well planned to have the maximum number of people involved with the maximum amount of attention from newspapers, radio and television.
- Don't give up. Gathering support for your position usually takes a long time and lots of hard work and patience.

Letters to the editor

Here are the names and addresses of some organizations you can write or talk to for advice and support:

Manitoba Association for Rights and Liberties
425 Elgin Avenue
See No. 24 on Map AA
Open 9:00 - 5:00 Weekdays
Phone 947-0213
Buses: William, Salter, McGregor.

Advisory Counsel on the Status of Women
Box 1541, Station B
Ottawa, Ontario
K1P 5R5

Law Reform Commission of Canada
130 Albert Street
Ottawa, Ontario
K1A 0L6

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Immigration and Citizenship

Immigration

What Can This Chapter Tell You?

Now that you are in Canada, you probably already know something about this country's immigration laws and regulations. However, you may still have some questions you would like answered, either for yourself or for a friend or relative interested in coming to live in Canada. The purpose of the part of this chapter called IMMIGRATION is to answer some of your questions. The chapter cannot be a complete guide in the space available. Instead it will try to give you a clear general idea of the rights and responsibilities of people who apply to immigrate, people who are accepted as permanent residents and of the immigration officers who operate the system.

One thing you should know is where you can go to get answers not found in this book. The first place to start is at a Canada Immigration Centre. They are listed in the box below. You should also know about Legal Aid Manitoba's Immigration Clinic. For more information, see the section later in this chapter, "Where To Go For Help With An Immigration Problem".

At Winnipeg International Airport

Canada Immigration Centres (C.I.C.'s)

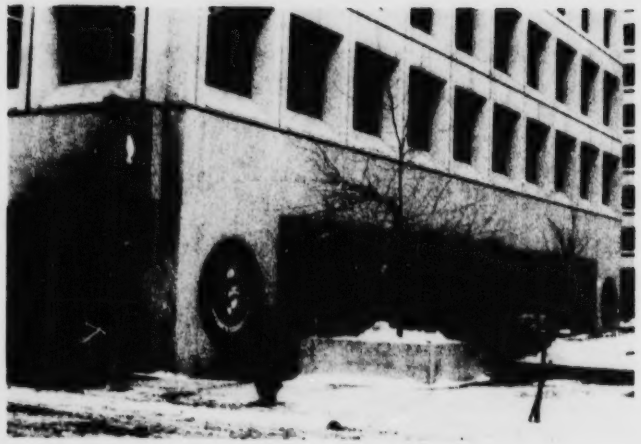
Winnipeg
3rd Floor, 175 Carlton Street
See No. 29 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 949-2043
Buses: Any bus going downtown near Eaton's.

Winnipeg International Airport
2000 Wellington Avenue
See No. 48 on Map B
Open 8:00 a.m. - 12:00 midnight, 7 days a week
Phone 786-4188
Bus: Sargent-Airport.

Brandon
Room 217, 153 11th Street
See No. 16 on Map C
Open 8:00 - 12:00, 1:00 - 4:30 Weekdays
Phone 727-3102

Thompson
Room 204, 83 Churchill Drive
Open 8:00 - 12:00, 1:00 - 4:30 Weekdays
Phone 778-7396

Emerson
Immigration Highway Building
West of Emerson on Highway # 29
Phone 373-2197



Some Terms You Need to Know

Who Are Visitors?

The term 'visitor' has a special meaning in Canadian immigration law. It means people who wish to come into this country for a temporary purpose only and usually for a short period of time. Visitors include students coming to study, actors and musicians coming to give a performance, tourists or business people who are here temporarily.

Who Are Immigrants?

An immigrant is a person who applies for permission to become a permanent resident.

Who Are Permanent Residents?

A permanent resident or 'landed immigrant' is a person who has been given permission to make Canada his or her home, to work and to live here and to become part of the life of this country.

Coming to Canada as a Permanent Resident

If someone wants to become a permanent resident of Canada, he or she must get an immigrant visa by applying through a Canadian Embassy, Consulate or High Commission outside of Canada. It is usually a long and complicated process.

There are several important ideas which are the basis for Canada's immigration system. They affect how many people and which kinds of people are admitted to Canada as permanent residents. These ideas, or principles are:

- that families be reunited. See the sections "Family Class" and "Assisted Relatives".
- that Canada keep its promises to help resettle refugees. See the section "Refugees And Designated Classes".
- that Canada's needs for certain types of workers be met through immigration. See the sections "Independent Class" and "Assisted Relatives".
- that all people will be judged on the same basis no matter their race, colour, religion or sex.

There are three major classes of immigrants. They are:

1. Family Class
2. Refugee and Designated Classes
3. Independent Immigrant Class including assisted relatives

NOTE: These are listed in order of priority or importance within the Canadian Immigration System. That is, the Family Class and Refugee class receive top priority. Lowest in priority are assisted relatives.

Family Class

This is a class to allow Canadian citizens and permanent residents a chance to bring their relatives to Canada to become permanent residents.
Any immigrant being sponsored under the Family Class will not have to qualify under the point system that applies to most other immigrants. However, they must meet the basic standards of good health and character.
You can help, or sponsor, a relative who wants to come to Canada under the Family Class

IF	THEN	YOU CAN SPONSOR
you are a Canadian citizen or permanent and are 18 years of age or older.		● your husband or wife; ● your unmarried children under 21 years of age; ● the man or woman you have promised to marry. Important: There must be no legal reason why you can not get married and you must be married within 90 days after he or she is given permanent resident status; ● your parents or grandparents over 60 years old or, under 60 years old if they will not be able to work or if their husband or wife is dead; ● your brothers, sisters, nephews, nieces and grandchildren if they are not married, are under 18 years old, and their parents are dead.

NOTE: If you are a Canadian citizen and 18 years of age or more, you can sponsor your parent/s no matter what their age.

IF

- You are a Canadian citizen or a permanent resident and are 18 years old or more.
- You have no close relations here in Canada who are citizens or permanent residents.
- You have no close relations overseas whom you could help to immigrate.

NOTE: no close relations means:
no husband or wife
no brother or sister
no aunt or uncle
no niece or nephew

THEN

You can sponsor one person of any age who is related to you, such as a cousin.

Sponsorship: What Does It Mean?

If you offer to help family members under the family class, you must sign a legal paper called an undertaking. In this contract you promise to support your relations. That is, you promise to care for them and pay for what they need when they come to Canada. This is called sponsoring. You must agree to support your relations for up to 10 years, but the time may be shorter. This depends upon the amount of help your relations will need before they can support themselves.

In some cases the sponsorship may break down, due to actions beyond the control of the person who has come to Canada under the sponsorship. If this happens, that person should not be afraid of being deported. He or she may have to get money to pay for living expenses through social assistance programmes. The government will question the sponsor to see why the sponsorship has broken down. The person sponsored

will have to show why he or she is not able to support himself or herself.

NOTE: See the section "Social Assistance or Welfare" in the chapter called PEOPLE AND THINGS TO HELP YOU.

Sponsoring Children With No Parents

International Adoptions

You may want to adopt or become the legal parent of a child who:

- has no parents or anyone else to take care of them
- is outside Canada
- is not a Canadian citizen or permanent resident
- is under 13 years of age

By adopting a child you can sponsor him or her into Canada as a member of your family under the Family Class. Before you can sponsor a child as a member of your family:

- you must receive the approval of the authorities of the country where the child lives.
- you must also receive the approval of the Child and Family Services section of the Manitoba Government. Go to or phone them at 831 Portage Avenue in Winnipeg, 775-9761.

Independent Immigrant Class

A person can apply to immigrate from outside of Canada as an independent immigrant. This means they are not sponsored by relatives here in Canada. They will be admitted if they get enough points. The points are awarded by a Canadian visa officer outside Canada. The number of points a person receives are decided by such things as:

- age
- ability
- education
- vocational training
- on the job training
- the need, in Canada, for people with this type of work background
- work experience
- a job offered in Canada and approved by Canada Employment Centre officials
- destination in Canada,or which part of Canada the person wants or is willing to settle in.

NOTE: It is a great deal easier if you have a job arranged in Canada which has been approved by C.E.C. officials, before you apply to immigrate.

Assisted Relatives

If your relative wants to immigrate to Canada but cannot apply under Family Class, or cannot receive enough points under Independent Class, then you may be able to help him or her as an Assisted Relative:

IF YOU ARE

- a Canadian citizen or permanent resident
  and
- over 18 years of age;
  and
- can show that you have enough money to meet the basic needs such as food, clothing, and a place to live for your relative.

AND IF THE RELATIVE/S IS/ARE

- your son or daughter over 21 years old;
- your married sons/daughters under 21;
- your brothers or sisters;
- your parents and grandparents under 60;
- your nephews, nieces, uncles, aunts and grandchildren;
- able to meet some of the important demands of the point system, such as vocational training occupational demand, age and personal suitability.

Your relative should first apply as an Independent Immigrant overseas. If he or she is refused, then he or she should inform the visa officer of all close relatives in Canada. If the visa officer believes he or she can succeed with your help, your relative will be sent a letter stating this. He or she must send this letter to you and you must take it to the nearest Canada Immigration Centre to apply for your Assisted Relative.

NOTES

- The number of points needed for Assisted Relatives is lower than that needed for Independent Immigrants.
- For certain types of assisted relatives it helps if the sponsor is a Canadian citizen.
- Sponsorship for assisted relatives is for five years.
- It is a great help if the relative has training or work experience in a type of work for which Canada needs more people.
- It is important to remember that applications for Assisted Relatives can take a very long time.

Refugee and Designated Classes

There are large numbers of people in the world who have been forced to leave their homes due to wars, food shortages, floods, earthquakes and political disturbances. They must find a safe place to live. People in this position are usually called 'refugees'. Within Canada's immigration system, the word 'refugee' has a special meaning. It is defined by the United Nations Convention and Protocol on Refugees. People who are in this class are called "Convention Refugees". People in similar situations may, or may not, be in another class called a "Designated Class". Designated Classes are created to meet special needs in particular parts of the world such as Southeast Asia and Chile. In both cases people who apply as Refugees or members of a Designated Class will be judged on:

- their ability to adapt to Canadian life; AND
- how much help is promised them by government and/or non-government organizations.

Photo Features Ltd. Ottawa

Claiming Refugee Status in Canada

This is a complicated process. You will need help from an expert and/or a lawyer. Get a copy of the brochure Claiming Refugee Status in Canada from any C.I.C. in English, French or in Spanish. Also, read the section, "Some Good Advice" later in this chapter.

A Special Program for Refugees with Special Problems: S.P.A.R.

In Manitoba, the Special Program for Assisting Refugees (S.P.A.R.) allows refugees under 18, or who are disabled, to come to Manitoba if they are assisted by a private sponsor. For information, contact a C.I.C. or the Immigration & Settlement Branch. Our address is on the cover of this book.

A refugee will not have to qualify under the point system that applies to most other immigrants but they must meet the basic standards of good health and character.

NOTE: A person who is successful in applying for admission as a refugee or a member of a designated class may be able to get a loan if necessary from the government to pay for transportation to Canada. The loan will be large enough to pay for the travel expenses of the refugee and his or her dependents. It must be repaid to the government without interest over a reasonable length of time.

Can You Lose Your Permanent Resident Status?

You can lose your status as a permanent resident if you:

- are deported
  OR
- stay outside Canada for a long time.

If you stay outside Canada for more than 183 days in any 12 month period, when you return you must prove to immigration officials that you did not plan to leave Canada as your permanent residence.

If you are outside Canada for fewer than 183 days, then immigration officials must prove that you did plan to leave permanently.

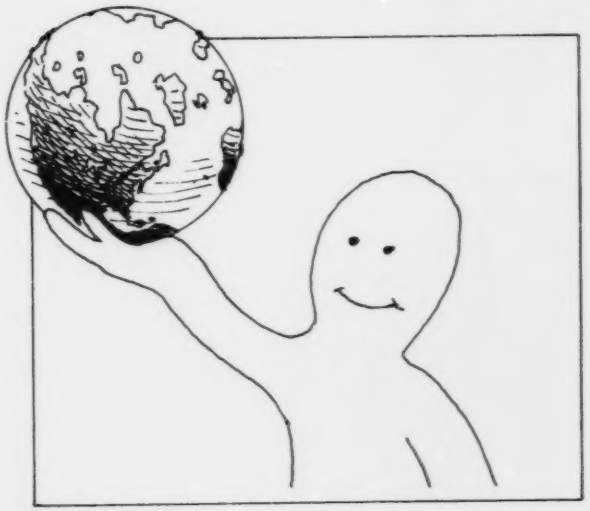
What You Should Do

If you want to stay outside Canada for a long period of time you should get a Returning Resident Permit. It's a good idea to get one even if you are going to stay outside for fewer than 183 days.

If you have this permit, immigration officials will have to prove that you planned to leave permanently.

You can get a Returning Resident Permit in any Canada Immigration Centre or in Canadian government offices overseas. You will need two clear photographs of yourself. The permit usually is good for 12 months but in some cases it may be good for up to 24 months.

NOTE: If you come back without a Returning Resident Permit, you should bring proof that your trip/s was/were intended to be temporary. For example bring school certificates for studies outside Canada or medical certificates if you were away because of an illness or injury.



Visitors

Any visitor coming into Canada must be in good health, law-abiding, and have enough money to pay for living expenses during the stay.

Any visitor will need a valid passport or other travel document unless he or she is a citizen or permanent resident of the United States.

Visitors from certain countries will need a visa to enter Canada. They must get their visa before arriving in Canada.

Those who do not need visas are:

- British or Commonwealth subjects
- permanent residents of the U.S.A. coming directly from that country to Canada
- people going through Canada on their way to another country
- as of 1982, people from the following countries:

Andorra	Australia
Argentina	Austria

Bahamas
Bangladesh
Barbados
Belgium
Bolivia
Botswana
Brazil
Costa Rica
Cyprus
Denmark
Dominica
Dominican Republic
Federal Republic of Germany (West Germany)
Fiji
Finland
France
Gambia
Greece
Granada
Guatemala
Guyana
Honduras
Iceland
Ireland
Italy
Jamaica
Japan
Kenya
Kiribati
Lesotho
Liechtenstein
Luxembourg
Malawi
Malaysia
Malta
Mauritius
Mexico
Monaco
Nauru
Netherlands
New Zealand
Nicaragua
Norway
Panama
Papua New Guinea
Paraguay
Peru
Portugal
San Marino
Seychelles
Sierra Leone
Singapore
Solomon Islands
Spain
Sri Lanka
St. Lucia
St. Vincent
Surinam
Swaziland
Sweden
Switzerland
Tanzania
Tonga
Trinidad and Tobago
Turkey
Tuvalu
United States
Uruguay
Venezuela
Western Samoa
Zambia
Zimbabwe

Some Things Visitors Should Know

- It's a good idea for people coming from Central and South America to get a visitor's visa before coming even though in law, they are not required to.
- If someone comes from a country not listed above, and does not have a visa, he or she will probably be turned back at the border.
- It may take a long time, up to six months or more to get a student visa or a working visa.
- Visas for visiting only are normally for 3 months.

- Visas for working are usually for 12 months.
- Student visas are usually for 12 to 16 months.
- A visitor may have to prove that he or she is really just visiting and does not plan to stay in the country illegally.
- The immigration officer may require a visitor to meet certain conditions, such as having a medical examination, promising to leave within a certain time, and so on.
- A visitor may have to give a security deposit. This is money to back up his or her promises. If he or she does not keep those promises, the government can keep the money.
- In certain special cases a person on a student visa may be given permission to work.
- If someone gives a job to a visitor who does not have permission to work, that employer can be punished by having to pay a fine of up to $5,000.00 or having to go to prison for up to two years, or both.
- Visitors already in Canada who break the immigration law but not in a major way, may be given a "departure notice" after an immigration hearing. This will mean that the person must leave Canada by the date stated on the notice. This person may apply again at any time after that to enter Canada.
- If a visitor wishes to change the terms of his or her visitors' visa for example, by changing schools or employers he or she should be sure to go to a Canada Immigration Centre before making the change.
- Visitors can be deported or excluded for a number of reasons. These include breaking the law, breaking promises made to the immigration officer on arrival, or being a danger to Canadian security. Once a person has been deported he or she can never be admitted to Canada unless the Minister of Immigration gives his or her permission. A person who has been excluded can return to Canada without the Minister's permission. For more information see the section "Deportation, Exclusion Orders and Departure Notices" later in this chapter.

Inadmissible Classes

Certain kinds of people usually are not allowed to enter Canada. Here is a list of inadmissible classes:

- people who are not in good health and because of this will be a danger to other people's health and safety or whose poor health will cost the government too much money for health care.

- people who have certain kinds of criminal records in their home country.
- people who the government thinks might break the law, try to overthrow the government by force or work as a spy for a foreign government.
- people who immigration officials believe are not truly interested in immigrating or visiting Canada.
- people who have been previously deported from Canada and who do not have permission from the Minister of Employment and Immigration to re-enter Canada.
- Members of the family who are travelling with the people listed above.

Reasons Why Permanent Residents Can Be Deported

There are only a few reasons why legal permanent residents are sent back. In every case you have a right to a hearing and you can appeal the decision. That is, you can take it to a higher place to be decided again. Do not be frightened if someone outside the government says he or she can have you deported for any reason other than those listed below.

Here are the only ways this can happen:

- If you were convicted of certain offences before you came to Canada as a permanent resident.
- If you do not keep the promises you made to the government when you were admitted as a permanent resident. For example, if you did not marry the person you promised to marry.
- If you take part in any attempt to overthrow the government by force.
- If you do not obey the laws and are found guilty in a court of a crime that could result in being put in prison for 5 years or more.
- If you are convicted of any crime and given a sentence or period in prison of six months or more.

- If you used false or untrue documents, or if you lied to get admission as a permanent resident.
- If you are not willing to support yourself or your dependents while in Canada.

Deportation, Exclusion Orders And Departure Notices (Removal Orders)

The immigration law has two alternatives to deportation which are not permanent.

- The first is the departure notice. See the section in this chapter called "Some Things Visitors Should Know".
- The second is the exclusion order. This is given to people only at the port of entry or place where they enter Canada. If a person has broken the immigration law but not in a major way, he or she may be asked to leave, or given an exclusion order. This means he or she will not be allowed to enter Canada for one year without the consent of the Minister of Employment and Immigration.

Deportation is for those people who break the laws of Canada including the Immigration Act, in a major way. If a person is deported he or she can never re-enter Canada unless given permission to do so by the Minister of Employment and Immigration.

Immigration Inquiry

Before the government can give visitors or permanent residents a removal order, a departure notice, or force them to leave Canada, there must be an immigration inquiry. This is a hearing or examination of all the information about the case.

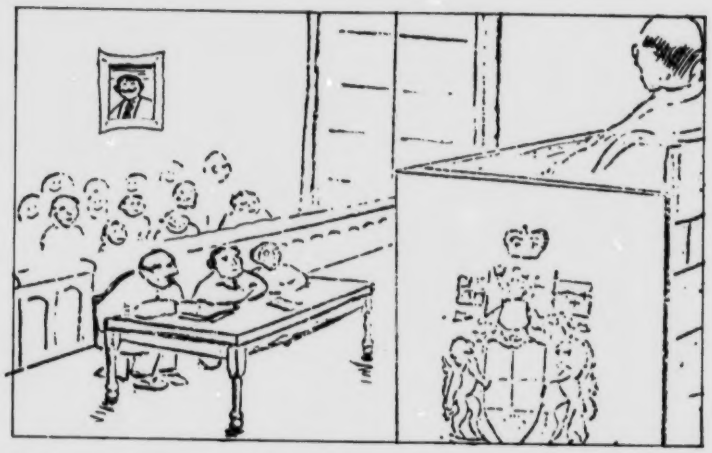
This will result in a decision either to allow the person to stay or to require them to leave.

- This person may have a lawyer or other counsel present at the inquiry.
- The government will pay for an interpreter if necessary.
- The inquiry is closed to the public unless everyone agrees that it be open or unless the person agrees that certain people be present.
- People under 18 years of age are represented by a parent or guardian.
- The person can call witnesses in his or her defence.
- The decision can be made only as the result of information presented at the inquiry.
- If the person is required to leave he or she must be told the reasons.
- A permanent resident, or a person with a visa may appeal the decision to the Immigration Appeal Board.

The Right to Appeal

An appeal to the Immigration Appeal Board must be made within 5 days of the decision from the Inquiry. An appeal form, available at any Canada Immigration Centre must be filled in. The case will be heard by 3 people. They will review the record from the Inquiry and hold a hearing. They can agree with the Inquiry and dismiss the appeal, or they can disagree with the Inquiry and allow the appeal. Or, they can delay the deportation order and set conditions which the person must follow. If he or she does, then he or she will be allowed to stay.

NOTE: If you or a friend are going to appeal, it is important to get legal advice. See the section later in this chapter, "Some Good Advice". Also see the section "How To Find A Lawyer If You're Not Using Legal Aid" in the chapter called YOU AND THE LAW.



Some Good Advice

Immigration Consultants

If you need help in Canada because you are having problems with the Canadian Immigration system, you should be careful about where you go for advice. Friends and relatives may be able to help you, but are usually not experts in immigration and so may not be able to give you the best advice. Some immigration consultants, people who charge money to help with immigration problems, may be very good. Others are not.

Many immigrants have paid large amounts of money to these consultants and received only useless or bad advice.

Some immigration consultants have lied and said that they needed money to pay for favours from immigration officials. In all these cases the immigrants and permanent residents got nothing for their money. No help was ever received.

Where To Go For Help

Legal Aid Manitoba's Immigration Clinic
862 Main Street
See No. 12 on Map B
Open 4:00 - 6:00 Thursday afternoons
Phone 586-9711
Buses: Sargent, Corydon, Mountain, N. Main, Watt.

- Get information about the rules directly from a Canada Immigration officer. You do not have to give your name if you don't want to.
- Phone or make an appointment to go to the Legal Aid Immigration Clinic. See the box at the top of this section. You can get free legal advice of a general nature there. If you want Legal Aid to pay for a lawyer you will have to make an application. See the section "What To Do If You Can't Afford A Lawyer" in the chapter called YOU AND THE LAW.

Finally, if you have paid an immigration consultant for help and you feel he or she has not done a good job, contact a Canada Immigration Centre. Talk to a counsellor there. Give the counsellor the name and address of the consultant. It may be possible to take action which will prevent it from happening to other immigrants in the future.

Legal Aid Immigration Clinic

Further Information

The Canadian Government has free booklets which help to explain how you can immigrate or help someone else immigrate. However, since Immigration Laws and regulations change so often, you should talk to an Immigration Officer for the correct information. The names of the booklets are:

Immigrating to Canada
Helping a Relative Immigrate - Facts for Canadian Sponsors
Studying in Canada
Working Temporarily in Canada
Coming Back to Canada - Returning Residents Permit
Visiting Canada

The pamphlets listed come only in French or English.

There is also a free booklet called "New Directions - A Look at Canada's Immigration Act". This booklet comes in French, English, Italian, Ukrainian, Greek, German, Chinese, Dutch, Polish, and Portugese.

If you want any of these pamphlets or if you want more information on immigration, see the information on the location of Canada Immigration Centres near the beginning of this chapter.

Travelling to the United States

The United States Consulate General
6 Donald Street
See No. 32 on Map AA
Open 9:30 - 2:00 Monday, Wednesday and Friday
Phone 475-3344 for general information
475-3345 for visitor visa information
Buses: Pembina Hwy., Grant, King's Park.

If you want to enter the U.S. for a short time you should know that:

- Canadian citizens and permanent residents who are citizens of a Commonwealth Nation do not need a visa to visit the U.S., but they must be able to prove their status at the border. For example they should have their Canadian Citizenship Card, Birth Certificate, Refugee Certificate of Identity or Passport.
- All other visitors will need visas to visit the U.S. and should get them from the Office of the United States Consulate General. See the box at the top of this section.
- You will not need a visa if you are only going through the U.S. by plane on your way to another country and will not be in the U.S. for more than 8 hours. If you are

- going through by car, you will need a visa.
- Students, temporary workers, exchange visitors, and so on, must get "Certificates of Eligibility" or "Approved Work Petitions" before they can enter the U.S.

Citizenship

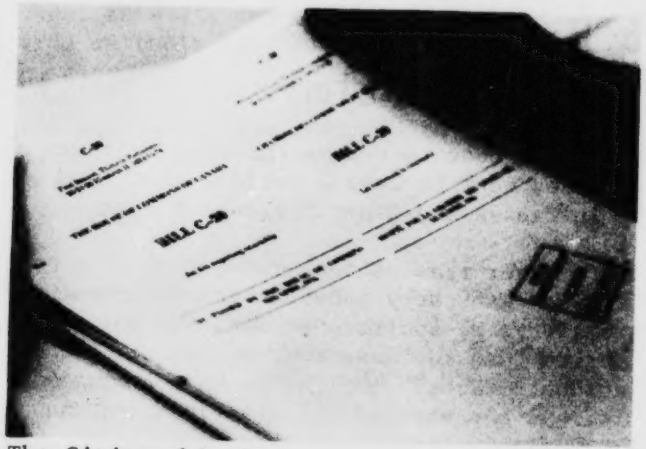
What is a 'Citizen'?

People use this word in different ways. Sometimes 'citizen' means anybody who lives in a certain place. For example the Citizen's Inquiry Service is for anyone who lives in Winnipeg. 'Senior Citizen' usually means anyone over the age of 65. However, in this chapter 'citizen' has a special legal meaning.

Who is a Canadian Citizen?

The law says a person is a Canadian citizen if he or she:

- was born in Canada
  OR
- has become a citizen through a process of naturalization under the Canadian Citizenship Act. For more information see the section "When And How To Apply" later in this chapter.



The Citizenship Act

What is the Difference?

The law says that people who are born Canadian citizens or become Canadian citizens have the same rights, powers, privileges, obligations, duties and liabilities. In other words, the law says you must be treated the same whether you were born in Canada or became a citizen after coming here as an immigrant.

Why People Choose Canadian Citizenship

Many people choose to become Canadian citizens because they want to have a feeling that they belong in Canada and Canada belongs to them.

There are other reasons too.

- Citizens can carry Canadian passports and are always re-admitted to Canada. See the section "Can You Lose Your Permanent Resident Status?" earlier in this chapter.
- Citizens can vote in all elections and run for office. This means they have a chance to affect how the government is chosen and how it runs the country.
- Citizens can hold any job and own any type of property. Some government jobs and some businesses cannot be held by permanent residents or visitors.
- There are over 600 regulations and pieces of law in Canada which give advantages to citizens over permanent residents. They include entry into professions such as law, and less difficult standards for sponsoring relatives who wish to immigrate into Canada.

Canada's Record on Citizenship

Canada's record is not perfect. Since 1914 there have been several times when the Canadian Government has passed laws against certain groups of people who had become Canadian citizens. They lost their property and most of their rights. The Canadian people allowed the government to do this. This country is not free of racism and in times of social crisis, such as war, being a citizen has not always been enough.

Nevertheless, the new Citizenship Act is much stronger than the old laws and is quite clear that all citizens are to be treated the same. It is also quite clear that citizenship is the highest status that can be given by Canada. Without question, being a citizen offers much greater security than being a permanent resident.

What Are The Responsibilites?

When you become a Canadian citizen, you promise to obey all the laws of Canada and be faithful to the Head of State, Her Majesty, Queen Elizabeth, Queen of Canada. You also promise to fulfill your duties as a Canadian citizen. These can include serving on a jury in a court when you

are named, or serving in the armed forces during a war if you are called.

But in a day-to-day sense, responsibility means giving your time and energy to make the society a better place to live.

Working to help others in your community is a good way to show you recognize your responsibilities. Volunteer work with children without parents is one example. Helping to raise money for cancer research is another.

These are things you can do whether you are a citizen or not. Perhaps more important are the political responsibilities. Some of these apply especially to citizens. For example, if you feel that a law must be changed there are several ways to express yourself. See the section "What Can You Do If You Want Government Services Changed?" in the chapter called YOU AND THE LAW.

Who Can Be a Canadian Citizen?

Anyone can become a Canadian citizen if he or she meets the following conditions.

Age

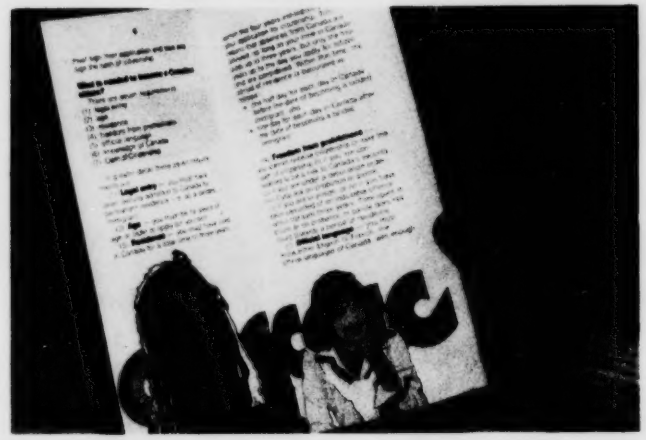
You must be 18 years of age or older. Children under this age can become citizens at the same time as their parents or at a later time.

Status

You must have been admitted to Canada lawfully as a permanent resident.

Period of Residence

You must have lived in Canada for a total time of three years within the four years just before you apply for citizenship. This means you can be out of Canada during those four years before you apply. But, your time in Canada must add up to three years.



You can not count any time which you spent in Canada before those four years.

If, during those four years, you spent time in Canada as a visitor, you can count that time but only at half the normal rate. For example, if you lived in Canada on a visitor's visa for 60 days, and then became a permanent resident and lived here for another 2 years and 11 months you would add up your time like this:

As a visitor		
60 days x 1/2 = 30 days =		1 month
As a permanent resident		
2 years and 11 months =	2 years and	11 months
	2 years and	12 months
Period of residence =	3 years	

Security

- You must not be seen by the Canadian Government as a risk to Canada's security.

Prohibitions

- You must not be under a deportation order.
- You must not be on probation or parole from prison.
- You must not be in prison.
- You must not have been found guilty of a serious crime in the past three years.

NOTE: Any time you have spent in prison or on probation or parole is not counted towards your three years.

Official Languages

- You must be able to understand and speak either English or French well enough to be understood by the people where you live.

Knowledge

- You must know something about Canada: its geography, its history, its political system and your rights and responsibilities as a Canadian citizen.

Oath of Citizenship

- You must state and sign the Oath of Citizenship. See the section called "The Ceremony" later in this chapter.

Can You Keep Your Other Citizenship?

Canadian law permits you to be a citizen of Canada and another country at the same time. This is not true in every country. You should check this with the Consulate or Embassy of your former homeland. Ask if the law in that country will allow you to hold citizenship in Canada without losing your citizenship there.

When and How to Apply

Court of Canadian Citizenship
Room 200, 303 Main Street
See No. 31 on Map AA
Open 8:00 - 4:00 Weekdays
Phone 949-3792
Buses: Any bus going downtown near Portage and Main.

Court of Canadian Citizenship

- You can apply any time after you have met the conditions of status and period of residence.
- You must apply yourself if you are 18 years old or more.
- You must apply at the Citizenship Court
See the box on page 413.

What You Should Bring

You will need:

- proof of the date and place of your birth, such as your passport or birth certificate.
  NOTE: This must be the original or a certified copy.
  - This does not have to be translated before you bring it in.
- proof that you have permanent resident status and the date you received it
- $15.00 in cash or in a money order or certified cheque to the Receiver General of Canada.
- two photographs of yourself, black and white or colour, taken withing the last year, showing full head and shoulders with no hat unless required by your religion. The photos must be 44 millimetres by 44 millimetres with a 13 millimetres space at the bottom for your signature.

What Next ?

After your papers have been checked, you will fill in the application form. Then you will sign the form in front of an official. Before you leave, the official will give you a copy of the materials you will need to study for your hearing: A Look at Canada and The Canadian Citizen.

NOTE: Both are available in these languages.

Arabic	Khmer	Portuguese
Chinese	(Cambodian)	Punjabi
Greek	Lao	Vietnamese
Italian	Polish	Spanish

Preparing For The Interview

About two months after you have sent or given in your application you will be sent a letter which will tell you the date, time and place for your interview by the citizenship judge.

At that time you will be asked questions on Canada's geography, history, political system and so on. To prepare for this you should study the two pieces of material mentioned above. If you live in Winnipeg, you can attend special classes at the International Centre. They are usually held on Tuesday and Wednesday evenings and Saturday mornings.

For more information on the International Centre, see the box on page 2 of this book.

If you live in Brandon you should contact the Westman Multicultural Council 515 - 34th Street, or phone: 725-0880. They may have classes to help you prepare for your hearing.

If you live outside Winnipeg or Brandon, write or phone the Citizenship Court in Winnipeg. See the box on page 413. Tell them you need extra help in preparing for the hearing. They may have extra materials to send you.

The Interview

The judge will try to conduct the interview in a warm and friendly way. It usually lasts about 15 minutes. During that time the judge will decide whether you meet the language and knowledge requirements. The questions will be based on A Look At Canada and The Canadian Citizen.

If the person applying is quite old, the judge will allow a friend or member of the family to come in too. In some cases, usually those of older people, the judge can recommend that the need to meet the official language and knowledge requirements be waived or forgotten. In these cases applicants can be granted citizenship on compassionate grounds.

The judge will also check to see that your application is complete and acceptable. If you have satisfied her or him, you will probably be told immediately that your application has been approved.

The Ceremony

If your application is approved you will be sent a letter telling you when and where you must come for the ceremony. At that time you will swear the Oath of Citizenship. Bibles are available for this purpose, but you may want to bring your own religious book. This is what you must swear or affirm :

"I swear/affirm that I will be faithful and bear true allegiance to Her Majesty Queen Elizabeth the Second, Queen of Canada, Her Heirs and Successors, according to law and that I will faithfully observe the laws of Canada and fulfill my duties as a Canadian citizen".

> NOTE: If you do not wish to use a religious book, you may affirm the Oath of Citizenship without one.

After swearing or affirming you will receive two citizenship certificates. The first is large and will be put on a frame. The second is a small plastic card and can go in your wallet.

What To Do If You Are Not Successful

A letter will come telling you why you failed. If it was language or knowledge of Canada, you should study. If it was residence, then wait until you meet the standard. You can apply again as soon as you wish.

If you disagree with the reasons, you can appeal the judge's decision within 30 days. Send a letter stating why you disagree. Get ready to go to Federal Court in person. This takes 2 or 3 months longer than re-applying.

Replacing Your Certificate, Changing Your Name

If you lose your proof of Citizenship, you can get a new one. You must apply and give the details on how it was lost or stolen.

If you change your name, you must return to the Citizenship Court the Citizenship Certificate you have received. Bring the official documents such as marriage certificate or legal change of name certificate showing your new name. Also bring $8.00 and two new photographs. To get a new certificate will take about six weeks.

Loss Of Canadian Citizenship

People may choose to give up their Canadian citizenship. They must apply to do this. There are certain things they must do in order to be successful. If they are successful, they will receive a Certificate of Renunciation.

People who get their citizenship by telling lies or hiding the truth will lose their citizenship if the Canadian Government learns they have lied. This includes people who may have got their permanent resident status illegally.

People who lose their citizenship may ask to have their case put before the Federal Court of Canada. If they don't, it will be decided by the Cabinet of the Federal Government.

Getting Citizenship Back

Anyone who has lost or given up their citizenship can apply again if:

- They are a permanent resident.
- They have lived in Canada for at least one year before applying.

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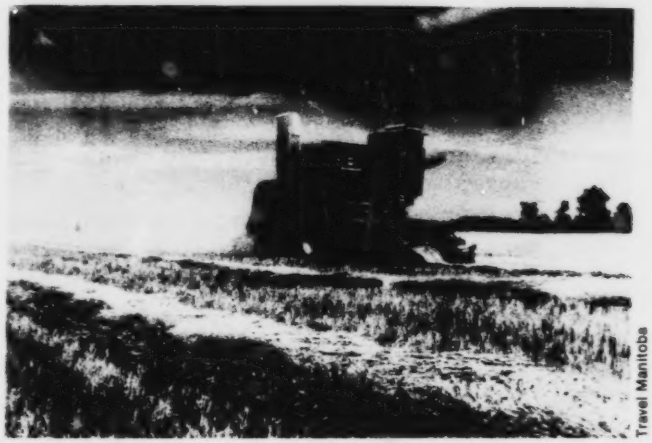
Living in Rural Manitoba

This chapter has information about living and working in rural Manitoba. It will be useful for people who live in towns, villages and farms throughout the province.

Over half the people in Manitoba live in Winnipeg. Another one-third of Manitoba's population live in other large urban centres such as Brandon, Thompson, Portage la Prairie, and Flin Flon. This chapter is for those people who have settled outside of these major centres.

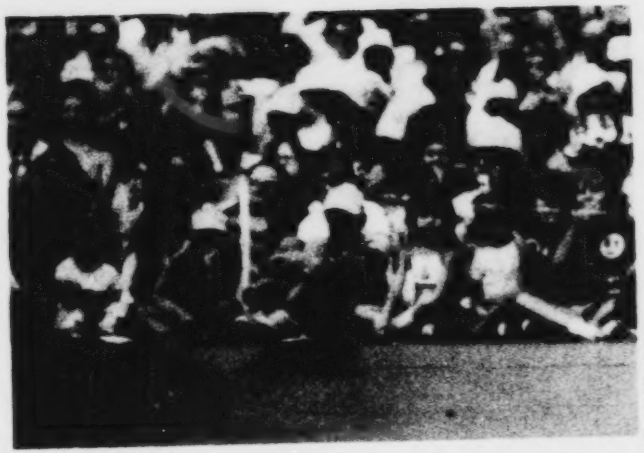
Forestry, mining, fishing and farming are the most common industries that you will find in rural Manitoba. Mines are found all along the Canadian Shield; a part of Manitoba's land that is very rocky. Most forest industries are found in northern Manitoba. Much of the North is covered in forests. Manitoba has many lakes. That is why you will find fishing industries in several different regions of Manitoba.

There are three main kinds of farming done in Manitoba. Grain farmers grow field crops such as wheat and oats. These farms are found mostly in southern Manitoba, where the land is quite flat and the soil is very good for growing crops. Other farmers in Southern Manitoba grow vegetables such as corn and potatoes. They are called vegetable growers. Some farmers raise animals or livestock. Many farmers in Manitoba are mixed farmers. This means that they grow field crops as well as raise livestock. There will usually be towns and villages located near farming areas. Rural communities are also found where forestry, fishing and mining is done.



Travel Manitoba

Living in a Rural Community



Boissevain Turtle Derby. It is not unusual for all the townspeople to get together for an annual festival or fair.

Some people prefer to live in small centres. They feel life is much simpler. There are no traffic jams getting to and from work. There is not as much noise all around you. Many rural people who come to a large city, such as Winnipeg are shocked by all the noise and confusion. They call life in a city, a "rat race". Everyone seems like they are in a hurry or racing to get somewhere.

If living in a small town is new to you, ask your neighbours for help. They usually know what kind of services are available in their own community. They may also tell you where to go if help is not available in your town.

Living in a rural area can be very different from living in large urban cities. Some people may have to travel longer distances to get to major services such as hospitals and schools. Other people may not have as many choices regarding work, housing, and consumer goods available in their area.

Communities in rural Manitoba have developed important ways of communicating with one another.

Newspapers

Weekly newspapers are very important to people who live in rural areas. These newspapers give people important information about their towns and villages. They also give people information about things that are important to all Manitobans and Canadians. In Manitoba, non-English weekly newspapers are common. These papers help to preserve the culture and social customs of the people who live there.

Telephones

Manitoba Telephone System (M.T.S.)
Business Offices

Look in your Provincial Telephone Directory under your telephone exchange for the address and phone number of a M.T.S. Business Office in your area.

You can contact the M.T.S. office to order a new telephone; to have your telephone service repaired; or to get information about your telephone bill.

Telephones are found everywhere in the world. Most people have private lines, but if you live outside a town or village, you will probably be on a party-line. If you live on a farm, you and two or three of your nearest neighbours will be on the same telephone line. Although you will have your own telephone, the power line which sends and receives your telephone calls will have to be shared with your neighbours. This means you will be able to hear other people's conversations if you pick up your telephone. Listening to other people's conversations is considered very rude. When you

pick up your telephone to begin a call, you should always say "Is the line busy?" If the answer is "Yes", you'll have to try again later! Because you are sharing the use of the telephone with your neighbours, you should try to make all calls as short as possible. You will be able to hear the telephone ring even if it is for your neighbour. When you have your telephone hooked up, the telephone system representative will tell you your telephone number. He or she will tell you what your "ring" will sound like. You will know your ring by the number of long and short rings you hear. Do not answer other people's rings, even if you know they are not at home.

If your line is busy, but you need to use it urgently, pick up the phone and say, "May I please use the telephone. This is an emergency." Most people will understand the interruption and will end their call immediately.

NOTE: You must rent your main telephone from the Manitoba Telephone System. You will be charged a monthly rental fee for this. In 1982, the basic monthly rental fee was from $3.45 per month to $5.35 per month. The amount you will pay will depend on where you live. It will also depend on whether you are on a private or party line.

Phoning Your Neighbour

If you want to phone a neighbour that is on the same party-line as you, you must:

- dial the telephone number, and;
- hang up the phone after you hear a busy signal. You will hear the rings. When the rings stop, it means your neighbour has answered the telephone. You can then pick up your telephone again and begin your conversation.
- If there is no answer, pick up your phone, and then replace it. This will disconnect the call and stop the rings.

NOTE: You may have to dial all seven or only the last four numbers of the telephone number. This will depend on where you live in Manitoba. The telephone company will explain this to you.

Telephone Exchanges Or Systems

A telephone exchange is the first three numbers of the telephone number. For example, the telephone exchange for 750-3594 is "750".

Sometimes, towns or small communities which are close to one another will have the same telephone exchange.

If you are calling someone who is on the same telephone exchange, you will not have to pay any long distance charges. However, if you are calling someone who is on a different telephone exchange, you usually must pay long distance charges.

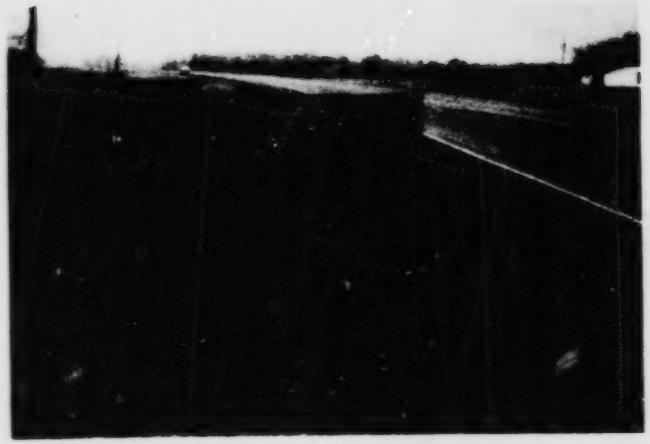
Post Office

The Post Office operates differently in rural Manitoba. Some people have their mail delivered to their home. Other people have to pick up their mail at the Post Office.

Having Your Mail Delivered

If you live outside a town but on a major road or highway, your mail may be delivered to your home. You will have to provide a small mailbox which should be located at the end of your driveway. The post officer, who works for the Post Office in a nearby town will deliver your mail each day. The post officer also picks up any letters you want to send.

If you do not live on a major road, you may have to travel a short distance to where your mail is delivered to. This is usually no more than about one kilometre from your home. It is usually where there is a crossroads, or where four roads meet. There will be a big green box with several post boxes. You and your neighbours will each have a separate box, lock and key. You will have to provide your own lock and key. The post officer will deliver and pick up mail each day.



Picking Up Your Mail At A Post Office

Most towns and villages in Manitoba have Post Offices. Sometimes the Post Office is in a food or hardware store. Sometimes the Post Office is in a separate building. Many towns and villages do not have letter carriers. You have to go to the Post Office and pick up your mail. You can rent a post box at this office for a small amount of money. This box will have a number on it, called a Box Number. You will be given a key to your post box.

This box number, the name of your town and postal code becomes your mailing address. When people write to you, they should use this box number. The postal officer sorts all the mail into the post boxes. His job will be easier if the box number is written on your mail.

If you do not rent a post box, your mail can be addressed to the Post Office in your area. Your mail should have your name on it, and should be marked "General Delivery". The name of the town the Post Office is at should also be written on your mail. You will have to ask a worker at the Post Office for your mail.

For more information on postal services, see the chapter called YOUR FIRST DAYS IN MANITOBA.

Transportation

Transportation is an important method of communicating in rural Manitoba. School buses carry school children to school. Other buses carry passengers from town to town. Trains reach many small and remote communities with food supplies, and mail. Trucks travel the highways with a variety of goods that small communities depend on. Without some means of transportation, many small communities would die.

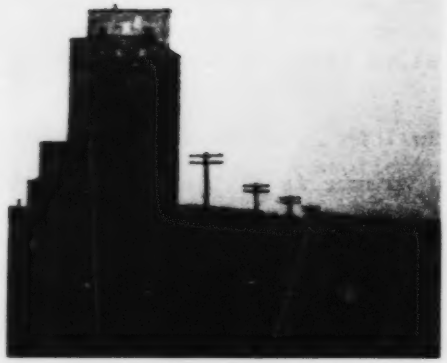
Co-ops

A common site in many rural communities is the Consumer's Co-operative store. This store usually sells food, clothing, hardware and furniture. A co-op store is a business that is established by many people. The members own and control the store. Any profits earned are returned to the members at the end of the year. To become a member, visit the Co-op and ask to speak to the Manager of the store. You will have to pay a membership fee to become a member. You will be given a card with your co-op number on it. When you buy things at the Co-op, give the clerk your co-op number. With this number, the store can keep records of the value of the purchases you made throughout the year. The amount of money or dividends you get back at the end of the year will depend on how much you purchased. The more money you spend, the more you will get back. Because you have to share the profits with many other members, the amount of money you get back is usually small.

Producers Co-ops

Other co-operatives have been set up throughout rural Manitoba to handle and sell products. These co-operatives produce their own goods. As such, they are called producers co-operatives.

Wheat Pools



Manitoba grain farmers have set up a large co-operative called the Manitoba Wheat Pool. This business controls the handling, storage and shipping of grain that has been purchased from local members and other farmers. You have probably seen grain elevators in small towns.

Many of these grain elevators are owned by the wheat pool. There are also other large grain-handling companies, such as United Grain Growers, Pioneer, Cargill and several others.

Credit Unions

Sometimes a credit union is set up in a town or village. It operates the same way as co-ops do. Credit unions provide the same services as banks, but they are owned by their members. For more information on credit unions and banks, see the chapter called SPENDING AND SAVING MONEY.

4-H

The 4-H programme is a voluntary educational programme aimed at helping young people become future citizens and leaders. The 4-H name refers to 4 words each beginning with the letter H. They are Head, Heart, Hand and Health.

Many young people in rural Manitoba between the ages of 9 and 19 attend 4-H activities. While attending 4-H, the members learn many different things. Some examples are: carpentry, cooking, sewing, photography, crafts and many other things. Thousands of young people throughout Manitoba have been able to benefit from 4-H over the years.

The official symbol of 4-H in Canada is a four leaf clover. This is a symbol of good luck. You can enroll your child in a 4-H programme by speaking to a school counsellor or the principal of your child's school. You can also find out more about the 4-H programme by calling the Department of Agriculture. See the offices listed in the box in the section called "Home Economists" of this chapter.

Land Measurement

Some of the farms in Manitoba are divided into river lots. These lots are usually very long. However, most of the farm land is divided by section, township and range. Sections are about 1,600 metres (1.6 kilometres) square and contain about 256 hectares. A quarter section is about 800 metres square and contains about 64 hectares.

A township is normally 36 sections and the sections are numbered from one to 36, starting at the southeast corner. See the picture.

The land description is given as follows: quarter, section, township, range, meridian. The quarter section blacked out in the picture might be described as NE 22-11-7-W2 which would read: the northeast quarter of section 22, township 11, range 7, west of the second meridian.

31	32	33	34	35	36
30	29	28	27	26	25
19	20	21	22	23	24
18	17	16	15	14	13
7	8	9	10	11	12
6	5	4	3	2	1

Plumbing and Sewage

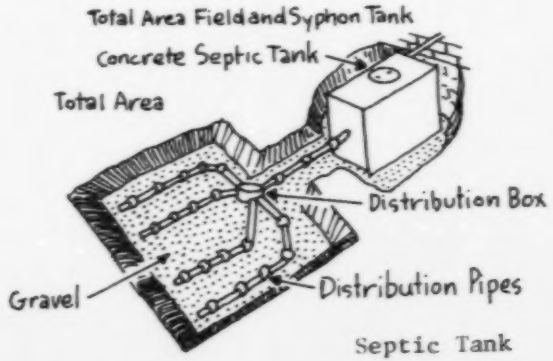
Almost all rural communities and farm homes have indoor water systems (plumbing) with hot and cold running water. In some places however, you may have to take your water from an outdoor well and heat it yourself. If you are without plumbing you cannot have a flush toilet. You will have to dispose of your sewage in another way. Your neighbours are the best people to ask about this.

Septic Tanks

In many houses throughout rural Manitoba, you will find a septic system. A septic system is part of the plumbing system. It is important because it removes waste water from the house. Without a septic system, people in rural homes could not drain their toilet, sink or bathtub.

The waste water is drained into a large underground box. This box is called a septic tank, and it is made of concrete or fibre glass. Waste water separates in the septic tank. It separates into a thick sludge and a liquid. From here it flows into the septic field. The entire septic system is underground. Sometimes you can see the manhole cover. It is located

about 5 feet from the outside of the house. In the wintertime the tank and field are covered with straw to prevent freezing. Never make a path or driveway across a septic field. You should have it cleaned out once a year by a septic tank cleaning company. There are many companies who do this throughout Manitoba. Look in the yellow pages of your Provincial telephone directory under "Septic Tanks".



Septic Tank

Hospitals

There are over 80 small community hospitals in Manitoba. They can provide short-term hospital care. People who need big operations or are seriously ill are usually moved to larger hospitals. Hospitals in larger centres such as Winnipeg, Brandon, Dauphin and The Pas are especially well equipped. There are also modern hospitals in Churchill and Thompson in northern Manitoba.

See the chapter called MEDICAL SERVICES. This chapter has information on Medicare, Pharmacare, clinics, dental services and more.

Bethel Hospital in Winkler.

Municipal Government

Rural Manitoba is composed of districts called municipalities. These municipalities are governed by councillors and headed by a reeve. There are 105 rural municipalities in Manitoba. The municipality is responsible for roads, land development, drainage ditches and other things.

Town Council

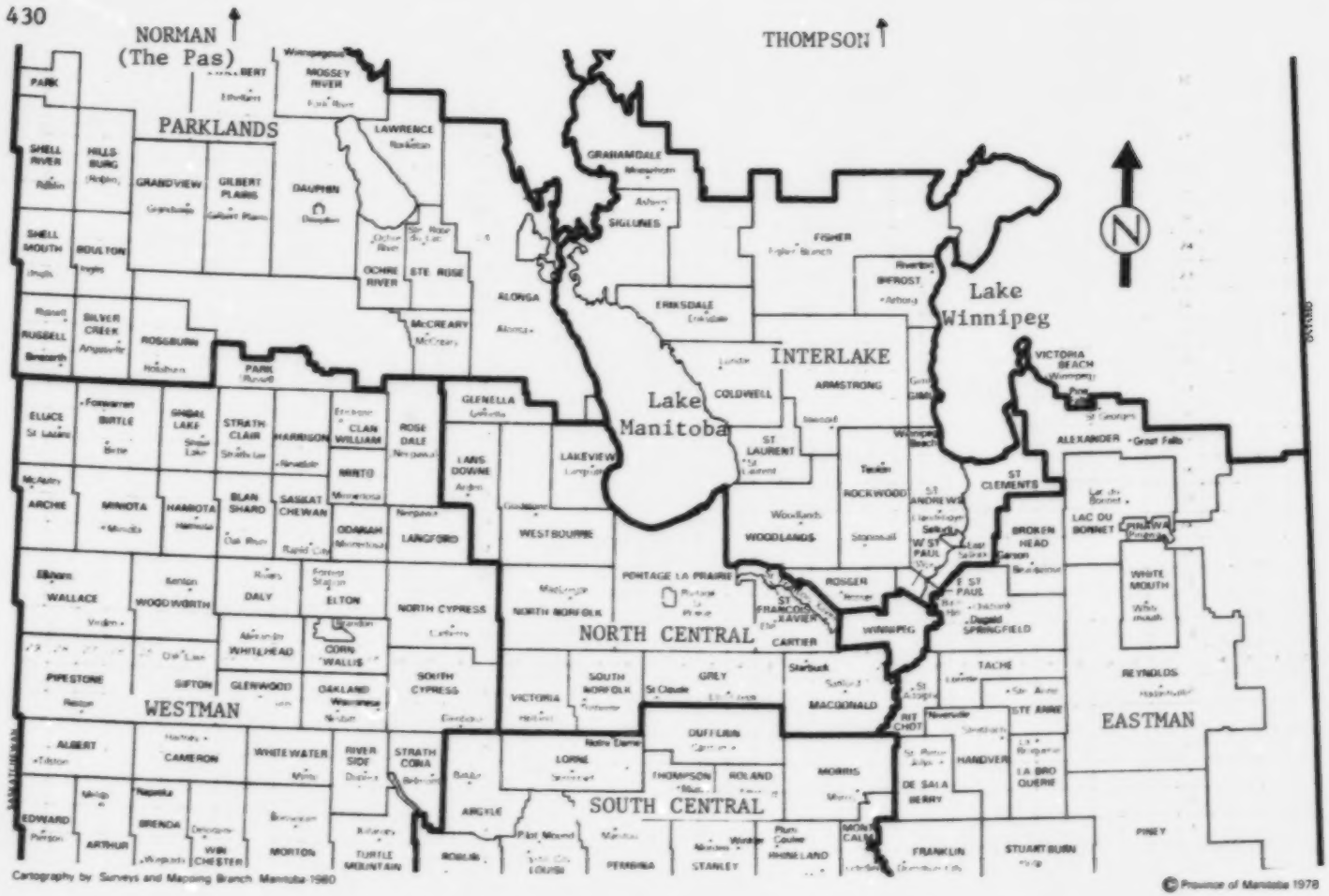
Many towns in Manitoba have a town council. A town council is a group of people who are elected to run the affairs of the town. The Mayor is the head of the town council. In many cases the rural municipality and the town council work together. The responsibility for providing municipal services to the people of the area is shared. Other examples of municipal services are fire protection, sewage disposal, street repair and welfare. To get municipal welfare you should go to your town council office.

Regional Services

Regional services are government services such as health and employment which are located in certain areas of Manitoba only. Because there are fewer people to use these services, government offices are not located in each town or village in Manitoba.

There are seven main regions in Manitoba outside of Winnipeg: Central Region, Eastman Region, Interlake Region, Parklands Region, Norman Region, Westman Region and Thompson Region. In each of these regions, there is usually at least one town where you will find regional offices for different government services. See the map on the next page to find out which region or area you live in.

Sometimes the people at these regional offices visit small towns and villages to offer certain services. Sometimes you may have to go to them to get the help you need.



Cartography by Surveys and Mapping Branch Manitoba 1980

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Canada Employment Centres (C.E.C.)

Brandon
153 11th Street
Phone 727-0583

Dauphin
135 2nd Avenue Northeast
Phone 638-3711

Flin Flon
54 Main Street
Phone 687-8231

Gimli
80 6th Street
Phone 642-5193

Lynn Lake
Federal Building
Phone 356-8300

Morden
11th and Stephen Street
Phone 822-4491

Neepawa
405 1st Avenue
Phone 476-2841

Portage la Prairie
211 Saskatchewan Avenue East
Phone 857-8731

Selkirk
Room 12, 366 Main Street
Phone 482-3323

Steinbach
302 Main Street
Phone 326-1371

Swan River
203 5th Avenue North
Phone 734-4438

The Pas
151 Fischer Avenue
Phone 623-3453

Thompson
83 Churchill Drive
Phone 778-4471

C.E.C.'s are federal government offices. They will try to help you find a job. You can also apply for Unemployment Insurance through most of these offices.

See the chapter called WORKING IN MANITOBA. This chapter gives you information on things you should know about working in Manitoba.

In Manitoba, it is quite common for people to commute or travel to nearby towns or cities to work. They live in one town and work in another.

The C.E.C. office can also give you information, help and money to relocate to another town because there are no job openings where you live. Ask them about the Manpower Mobility Programme.

Provincial Social Assistance or Welfare

Central Region
25 Tupper Street North
Portage la Prairie
Phone 857-9711

63 Stephen Street
Morden
Phone 822-4496

Eastman Region
20 1st Street South
Beausejour
Phone 268-1411

Westman Region
340 9th Street
Brandon
Phone 728-7000

Norman Region
Ross and 3rd Avenue
The Pas
Phone 623-6411

Room 211, 35 Main Street
Flin Flon
Phone 687-3457

Interlake Region
Room 101, 446 Main Street
Selkirk
Phone 482-4511

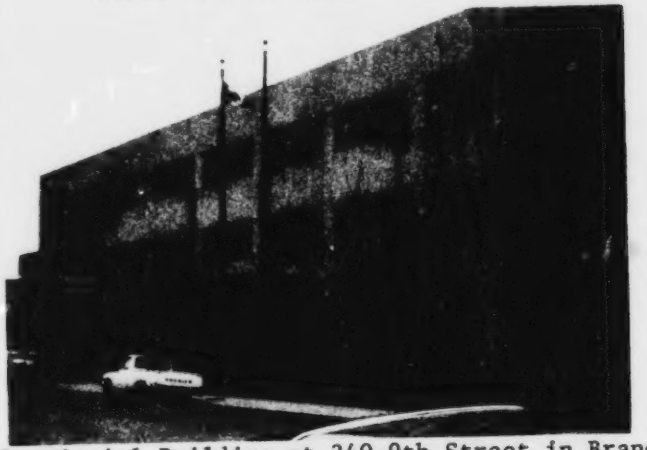
Parklands Region
22 1st Avenue Northwest
Dauphin
Phone 638-8220

201 4th Avenue South
Swan River
Phone 734-3491

Thompson Region
59 Elizabeth Drive
Thompson
Phone 778-4411

If you need help to pay the cost of food, clothing and shelter, you may be able to get Social Assistance or Welfare. See the box above. The chapter called PEOPLE AND THINGS TO HELP YOU has more information on welfare.

NOTE: The Provincial Department of Community Services and Corrections administers the social allowance programme. They also provide many other services. The chapter called PEOPLE AND THINGS TO HELP YOU lists some of them.



Provincial Building at 340-9th Street in Brandon

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Public Health

PUBLIC HEALTH OFFICES

Central Region
25 Tupper Street North
Portage la Prairie
Phone 857-9711

Eastman Region
20 1st Street South
Beausejour
Phone 268-1411

Interlake Region
446 Main Street
Selkirk
Phone 482-4511

Norman Region
3rd and Ross Avenue
The Pas
Phone 623-6411

Parklands Region
Dauphin District
707 3rd Street Southwest
Dauphin
Phone 638-9111

Roblin District
Roblin Hospital
Roblin
Phone 937-2142

Thompson Region
Thompson General
Hospital
871 Thompson Drive South
Thompson
Phone 778-7371

Westman Region
Birtle/Neepawa
District Hospital
411 9th Street
Birtle
Phone 842-3317

Brandon
340 9th Street
Phone 728-7000

Public health nurses are very important persons in small towns and villages. If you are ill or need help with another family member who is ill you can call a public health nurse. The nurse will visit you and try to help with the problem. Nurses also visit you after you have a baby to make sure you and your baby are healthy. Some offices have booklets in different languages on health care information. Public health care is a free service.

There are seven public health regions outside Winnipeg. Within each region, there may be several district public health offices. See the box for the addresses of some of these offices.

Home Care

Central Region
25 Tupper Street North
Portage la Prairie
Phone 857-9711

105 2nd Street
Morden
Phone 822-5425

Eastman Region
20 1st Street South
Beausejour
Phone 268-1411

Corner of Hanover and
Reimer
Steinbach
Phone 326-1363

Interlake Region
337A Main Street
Selkirk
Phone 482-7922

Norman Region
3rd and Ross Avenue
The Pas
Phone 623-6411

Terrace Avenue
Flin Flon
Phone 687-3459

Thompson Region
871 Thompson Drive South
Thompson
Phone 778-7371

Parklands Region
15 1st Avenue Southwest
Dauphin
Phone 638-7024

111 9th Avenue South
Swan River
Phone 734-3495

Westman Region
340 9th Street
Brandon
Phone 728-7000

There is help available if you cannot care for yourself or other members of your family. People from the Home Care offices will come into your home and help care for the sick or elderly. Volunteers are also used to deliver hot meals to people; to help with shopping and other things. If you or other members of your family need this kind of care, you must go to or phone one of the home care offices listed in the box or talk to a public health nurse.

Home Economists

(Help and Advice In Managing Your Home)

Eastern

20 1st Street
Beausejour
Phone 268-1411

Box 760
Steinbach
Phone 326-9841

Northern

Box 2850
The Pas
Phone 623-7481 and ask for extension 122 or 177

871 Thompson Drive
Thompson
Phone 778-7371

Southwest/Westman

1129 Queens Avenue
Brandon
Phone 728-5724

340 9th Street
Brandon
Phone 728-7000

Box 729
Boissevain
Phone 534-2461

Central

25 Tupper Street North
Portage la Prairie
Phone 857-9711

Box 1359
Morden
Phone 822-5461

Interlake

Box 920
Stonewall
Phone 467-5511

Box 260
Ashern
Phone 786-2686

Northwest/Parklands Region

Box 160
Russell
Phone 773-2043

21 4th Avenue Northwest
Dauphin
Phone 638-9111

Home Economists are located in offices of the Department of Agriculture. The box above lists some of them. For addresses of other offices, look in your telephone directory under "Government of Manitoba" - "Agriculture". Home Economists can teach you how to prepare healthy food for your family. They can give you advice on how to spend and save your money wisely. They can also give you other information on being a wise homemaker and consumer.

For more consumer information, see the chapter called SPENDING AND SAVING MONEY.

Dental Services

MANITOBA CHILDREN'S DENTAL PROGRAMME

Central Region
25 Tupper Street North
Portage la Prairie
Phone 867-9711

Eastman Region
20 1st Street
Beausejour
Phone 268-1411

Interlake Region
337A Main Street
Selkirk
Phone 482-4411

Parklands/Norman Region
27 2nd Avenue Southwest
Dauphin
Phone 638-9111

The Pas Office
Box 3000
The Pas
Phone 623-3416

Westman Region
340 9th Street
Brandon
Phone 728-7000

Many children living in rural Manitoba can get free dental care under the Manitoba Children's Dental Programme.

School-Based Programme

This dental plan is paid for with tax money. There are no fees charged.

The dental plan is voluntary. This means that your child will be treated only if you register him or her. Most children will receive dental care at school from a government dental team working in the school's dental clinic.

There are dental clinics in many schools. However, some schools don't have enough room. In that case, an existing nearby clinic may be used.

In other cases, a dental team will make regular visits to the school.

You will receive an enrollment form either in the mail or from the school dental team. This will tell you that your child is eligible for free dental care. Remember, you must register your child to get this service. Do this by completing the enrollment form and returning it to the school.

Manitoba Dental Association Programme

This dental plan is the same as the school-based programme. However, instead of clinics being situated in the schools, your child is sent to a private dentist's office. It is still a free service. The bill is paid by the Manitoba Children's Dental Programme.

For more information on dental services, see the chapter called MEDICAL SERVICES.

Public Housing

South Central Region
Portage Housing Authority
614 Countess Avenue East
Portage la Prairie
Phone 857-4843

Eastman Region
Steinbach Housing Authority
Box 2257
Steinbach
Phone 326-3140

Westman Region
Brandon Housing Authority
Box 1055
Brandon
Phone 727-5406

Interlake Region
Selkirk Housing Authority
445 Eveline Street
Selkirk
Phone 482-6245

Norman (East) Region
Churchill Housing Authority
Box 448
Churchill
Phone 675-8838

Continued on next page.

Continued from previous page.

Norman (West) Region

The Pas Housing Authority
Box 2788
The Pas
Phone 623-6189

Parklands Region

Dauphin Housing Authority
Box 222
Dauphin
Phone 638-8967

The Manitoba Housing and Renewal Corporation
287 Broadway Avenue
Winnipeg
See No. 1 on Map A
Phone 944-4652

NOTE: This last office has information on all public housing units in Manitoba.

Public housing is housing owned by the Government of Manitoba. Rent is charged to tenants who live in these houses. The amount of rent charged will depend on your income. It will not be more than 25% of your monthly income. You must meet certain rules to get this help. There are many public housing units in Manitoba.

The box above lists one town in each of the seven regions that has public housing units. There are too many others to list here. Contact your municipal town office for information about public housing in your town or phone the Manitoba Housing and Renewal Corporation. (see box above). For information on renting or buying a house, see the chapter called A PLACE TO LIVE.

Education

English As A Second Language (ESL) Classes:

In the chapter called EDUCATION, there is a list of ESL classes in Winnipeg, Brandon and Thompson. At the end of this chapter there is also a list of several School Divisions outside these cities that you could call about ESL classes.

If you want to learn English, but there are no ESL classes in your town or village you should:

- go to your local school or school board. Tell them you want to learn English.
- go to your local C.E.C. and tell them the same thing.
- if you do not get this help, it is good advice to go back and ask them again.

You may be charged a small fee for taking ESL classes. Sometimes they are free. The chapter

called EDUCATION explains the different ways you can study ESL.

Evening Classes

Many schools in Manitoba have courses you can take in the evening at your local school. There are many different courses available. They are usually offered by the Community Colleges or the School Division in the area. Visit your local school or school board to find out about evening courses available in your area. You can also contact the Community College nearest you directly. You will have to pay a tuition fee to take these courses.

Adult Basic Education (A.B.E.)

You may need a Grade 10, 11, or 12 education to get a job or take a Community College course. This is called upgrading.

The Community Colleges offer A.B.E. courses in many towns in Manitoba. You must go to or phone your local schoolboard or your C.E.C. to find out what is offered in your town.

You may be able to get help to pay for fees, books, and living expenses from your Canada Employment Centre (C.E.C.) Ask a C.E.C. counsellor about this.

Correspondence Courses

Department of Education
Correspondence Branch
Templeton Building
528 St. James Street
Winnipeg
Phone 775-8461

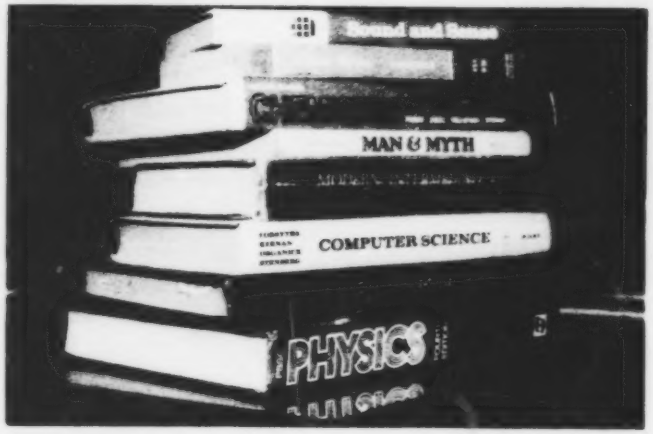
Correspondence courses are subjects you study at home instead of in school.

For School-Aged Students

School-age children may be able to take certain courses at home if:

- the child cannot attend school because of illness; or,
- the child wishes to study a subject not offered by the school.

Students must complete an enrollment form and send it to the Correspondence Branch. See the box at the beginning of this section. The school principal must approve this. Students will have to pay a fee for taking courses by home correspondence. Books usually will be supplied by the Correspondence School Branch or the School Division.



For Adults

These correspondence courses are also offered to adults who want to upgrade their education. For example, you may want to take certain high school subjects in order to enroll in a community college or university course.

Correspondence Courses Through Colleges And Universities

University of Manitoba
Correspondence Coordinator
Correspondence Office
Room 310, University Centre Building
Winnipeg
Phone 474-9921; if you live outside Winnipeg, you can call 1-800-432-1904 at no cost (ask for extension 9921)

Red River Community College
Correspondence Department
Room C-615, 2055 Notre Dame Avenue
Winnipeg
Phone 632-2451

Assiniboine Community College
1430 Victoria Avenue East
Brandon
Phone 725-4530

Keewatin Community College
7th Street and Charlebois
The Pas
Phone 623-3416

If you live too far away from a Community College or University, you may be able to take certain courses at home. The courses are offered through the three Community Colleges as well as the University of Manitoba.

You will have to pay a fee for taking the course. The fee covers the books and other materials.

You will be assigned a tutor or teacher who can help you if you are having trouble with your course. This help is usually given over the telephone or by written communication. This tutor will also review the work you send to him or her.

Inter-Universities North

Director
Inter-Universities North
Provincial Building
59 Elizabeth Drive
Thompson
Phone 778-4411 and ask for extension 380;
if you live outside Thompson, you can call 1-800-442-0462 at no cost.

If you live North of the 53rd parallel, you may be able to take some university courses in your community. The 53rd parallel starts approximately 60 miles south of The Pas and extends northward. See a provincial map for the exact location. The University of Manitoba, the University of Winnipeg, and Brandon University sponsor these special courses.

General Education Diploma (G.E.D.)

Sometimes you may not be able to get into a course or find a job without a Grade 12 certificate. A General Education Diploma is an equivalent to Grade 12 Standing. You write an examination. If you pass this examination, you will be given a General Education Diploma.

G.E.D. examinations are offered in many towns in Manitoba. You must apply to take this examination. Application forms are available at all C.E.C. centres and Community Colleges. You can also get one by writing to: G.E.D. Testing Service - 582 St. James Street - Winnipeg, Manitoba. There is a $10.00 registration fee for taking this test. See the chapter called EDUCATION for more information on G.E.D.

Elementary And High Schools

See the chapter called EDUCATION. It will give you information about enrolling your child in school.

Some smaller towns and villages may not have elementary or high schools for your children. In this case, your children will be transported by bus to the nearest school in your area. You do not have to pay for this. The expense for transporting children to school is shared by all taxpayers.

Autopac (Automobile Insurance)

PROVINCIAL AUTOPAC CLAIMS CENTRES

Dauphin
217 Industrial Road
Phone 638-5111

Thompson
80 Nelson Road
Phone 778-7355

Selkirk
630 Sophia Street
Phone 482-3839

Portage la Prairie
2007 Saskatchewan Ave.
Phone 857-9751

The Pas
Oteneko Mall
Phone 623-6489

Swan River
Highway #10 East
Phone 734-4574

Flin Flon
79 Hill Street
Phone 687-7563

Winkler
600 Memorial Drive
Phone 325-9538

Steinbach
287 Main Street
Phone 326-6485

Autopac rates for drivers living outside Winnipeg are less than the rates for people living in Winnipeg. This is because there are fewer drivers; thus fewer chances of accidents happening. See the chapter called GOING PLACES for more information on Autopac.

Legal Aid

Brandon
Westman Community Legal Services
136 11th Street
Phone 727-0633

The Pas
Northlands Community Legal Services
162 Fischer Avenue
Phone 623-6427

Thompson
59 Elizabeth Drive
Phone 778-4411

Dauphin
Parklands Community Legal Services
19 Memorial Boulevard
Phone 638-8006

Selkirk
Selkirk-Interlake Area Office
407 Main Street
Phone 482-7595

If you can't afford to pay for a lawyer, you may be able to get help from Legal Aid. For more information, see the section "What To Do If You Can't Afford A Lawyer" in the chapter called YOU AND THE LAW.

Royal Canadian Mounted Police (R.C.M.P.)

Some towns and villages do not have municipal or town police. Policing is done by the R.C.M.P. They may have a detachment or office in your town. If they do not, and you need them, you can reach them by phoning the operator and asking for Zenith 50000.

Your messages will be given to the nearest police officer.

Royal Canadian Mounted Police Station

Toll-Free Numbers

Citizen's Inquiry	1-800-282-8060
Consumer's Bureau	1-800-262-8844
Correspondence Branch	1-800-432-1902
Child Related Income Support Program (C.R.I.S.P.)	1-800-282-8073
Education	1-800-262-8848
Energy Information	1-800-282-8069
Human Rights Commission	1-800-282-8069
Legal Information and Advice	1-800-262-8800
Manitoba Tax Assistance	ask operator for Zenith 36400
New Careers	1-800-282-8069
Northern Affairs	1-800-282-8069
Rentalsman	1-800-262-8844
Retail Sales Tax	1-800-542-8925
Shelter Allowances for Elderly Renters (S.A.F.E.R.)	1-800-282-8069
Student Aid	1-800-262-8802

You will not have to pay for long distance charges when calling these provincial government offices. You must dial all of the numbers shown here.

NOTE: If you need help, but do not know who to contact -- call the Citizen's Inquiry Service. The people there have addresses and phone numbers for all provincial and federal government departments and agencies.

List of Contacts For ESL in Rural Communities

Altona	Rhineland School Division #18 Mr. E.J. Enns (Telephone: 324-6491)
Beausejour	Agassiz School Division #13 Mr. Czuboka (Telephone: 268-2465)
Blumenort	Hanover School Division #15 Henry Thiessen (Telephone: 326-6471)
Carman	Midland School Division #25 Mr. J.P. Claggett (Telephone: 745-2003)
LaBroquerie	Seine River School Division #14 Mr. Jean Beaumont (Telephone: 422-5369)

Landmark	Hanover School Division #15 Henry Thiessen (Telephone: 326-6471)
Morden	Western School Division #47 Mr. Jamieson (Telephone: 822-4449)
Niverville	Hanover School Division #15 Henry Thiessen (Telephone: 326-6471)
Portage la Prairie	Portage la Prairie School Division #24 Mr. Holmes (Telephone: 857-8756)
Roblin	Intermountain School Division #36 Mr. Graves (Telephone: 546-2898)
Steinbach	Hanover School Division #15 Henry Thiessen (Telephone: 326-6471)
Treherne	Tiger Hills School Division #29 Mr. E.R. Cummings (Telephone: 827-2881)
Whitemouth	Agassiz School Division #13 Mr. Czuboka (Telephone: 268-2465)
Winkler	Garden Valley School Division #26 Mr. H. Neufeld (Telephone: 325-7008)
Selkirk	Lord Selkirk School Division #11 Mr. Ken Halldorson (Telephone: 482-5942)
Dauphin	Dauphin-Ochre School Division #33 Mr. G. F. Dougall (Telephone: 638-3001)
The Pas	Kelsey School Division #45 Mr. A. Yaskiw (Telephone: 623-6421)
Thompson	Mystery Lake School Division #2355 Mr. Brian Wilson (Telephone: 778-8301)

Guide to Chapter 13

People and Things to Help You

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People and Things to Help You

Where The Money Will Come From After You Stop Working– Pensions

In Canada, most people stop working outside the home, or retire, when they become 65 years old. However, some may choose to keep working. In either case they may get a pension of some kind. A pension is money sent to them every month. Some come from the government and others come from private insurance companies.

It is important to understand what kinds of pensions there are and what they are for. To get most pensions you must put money into the pension every month for many years while you are working and receiving a paycheque. See the section called "Your Paycheque" in the chapter called WORKING IN MANITOBA.

Government Plans

Winnipeg

Income Security Programs
2nd Floor, 191 Pioneer Avenue
See No. 35 on Map A
Open 8:00 - 4:30 Weekdays
Phone 949-3640
Buses: Any bus going downtown near Portage and Main.

Brandon

The District Income Security Program Office
153 11th Street
See No. 16 on Map C
Open 8:30 - 4:30 Weekdays
Phone 727-0471

The two most common government plans are the CANADA PENSION PLAN (C.P.P.) and the OLD AGE SECURITY plan (O.A.S.). These plans will probably not give you enough money to live comfortably. For example, the maximum monthly pension paid in 1983 under C.P.P. was only $345.15. To be able to live comfortably you will need other things such as a home that is already paid for, or money in the bank, or a private pension plan. It is a good idea to find out about buying a private pension plan long before you retire.

Your circumstances will affect the amount of pension you can get. The best thing to do is to go to an Income Security Office for information and assistance. See the box on the left.

Canada Pension Plan and Old Age Security Pension Plan

Canada Pension Plan (C.P.P.)	Old Age Security Pension Plan (O.A.S.)
● Benefits are paid only to those who have made enough payments during their working life. ● You do not have to be retired to get a retirement pension. ● A full pension is paid only to those who have paid the maximum amount through their payroll for almost all the years they could have paid into the plan. ● You will get a reduced pension if you have put money in for less than the maximum number of years. The amount of pension you get depends on the amount of money you put in and the period in which you could have made payments.	● All persons over age 65 receive the O.A.S. if they have lived long enough in Canada. ● You do not have to be retired but you must have lived in Canada for at least 10 years. ● Since 1977, a full pension is paid to Canadians and permanent residents who have lived in Canada for 40 years after their 18th birthday. ● You may get a partial pension depending on the amount of time you have lived in Canada after you have reached 18 years of age.

You should get more information about the other benefits of these pension plans from the Regional Income Security Office. See the box on page 448 for the address and other details.

Other Benefits and Pensions Under C.P.P.

The Canada Pension Plan has these other benefits and pensions.

NOTE: 'A Contributor' here means someone who has made enough payments into C.P.P.

- **Death Benefit**

  This is a single payment made to the dependent husband or wife of a contributor who has died. In 1983 the maximum amount was $1,850.00

- **Disability Pension**

  This is a monthly amount paid to a person who is so disabled that he or she cannot support himself or herself. He or she must have made payments for enough years. It is paid for as long as the person is disabled. In 1983 the maximum amount was $337.46.

- Survivor's or Spouse's Pension

  This is a monthly amount paid to the husband or wife of a contributor who has died. In 1983 the maximum amount was $207.09

- Disabled Contributors Child's Pension

  This is a monthly payment to the dependent children of a disabled person.

- Orphan's Benefits

  This is paid monthly to the unmarried children of a contributor who has died. It is paid to them until their 18th birthday or until their 25th birthday if they go to school full-time. In 1983 the maximum amount was $78.60.

Other Benefits Under O.A.S.

- Guaranteed Income Supplement (G.I.S.)

The Old Age Security Pension Plan has a Guaranteed Income Supplement for people with a limited amount of income. A supplement is an extra payment. This supplement is paid only to people who are below a certain level of income. Sometimes people cannot live on their Canada Pension, or their Old Age Security Pension Plans. The amount of supplement you get depends on how much and what kind of income you have. It also changes when the cost of living goes up. You must apply for it each year.

In January 1983 the maximum monthly payment was $251.12.

Spouse's Allowance

A spouse is either a husband or wife. Usually the person who receives an Old Age Security Pension is called a pensioner. The husband or wife of the pensioner is called the pensioner's spouse. He or she will receive the Spouse's Allowance if he or she is between the ages 60 and 65 and the pensioner receives the quaranteed Income Supplement. This is normally a small amount, and it is set according to the total income of both the spouse and the pensioner.

The maximum monthly payment in December 1982 was $438.04.

NOTE: There are different rules for each of these benefits. Go to or phone the Income Security Programme Office for more information.

Shelter Allowance For Elderly Renters

The Manitoba Housing and Renewal Corporation
Main Floor, 287 Broadway Avenue
See No. [redacted] on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-2611; if you live outside Winnipeg, you can call 1-800-282-8069 at no cost
Buses: Grant, Pembina Hwy., Sherbrook.

This is another kind of income supplement. It is for older people who do not own their own homes and who are not renting in public housing or living in nursing homes. There are other conditions as well. You must complete an application form and send it to the office listed in the box above.

The maximum monthly benefit in 1983 was $140.00.

NOTE: It is important to understand that government pensions alone are only enough for a minimum standard of living. It is NOT a good idea to depend on them for your only income after you stop working.

Private Pension Plans For Groups and Individuals

These are plans you pay into every month while you are working. You may have a group pension plan offered at the place where you work. Or, you may choose to set up your own individual pension plan with an insurance company, trust company, or bank. For more information on buying pensions and insurance, see the chapter called SPENDING AND SAVING MONEY.

NOTE: You should also ask about R.R.S.P.'s or Registered Retirement Savings Plans. These allow you to save money now for your old age. You do not have to pay income tax on the money you save in this way.

Social Assistance or Welfare

In Manitoba anybody who has no money to buy food or pay for clothing and rent costs, can apply for Social Assistance. Social Assistance will pay for the basic needs of each family member. Another word for Social Assistance is Welfare.

Although anybody who needs welfare can apply for it and receive it, many people think it is a shameful thing to do. However, it is really meant to help people out when they have no other source of money. Most people will not need Welfare, and those who do need it will probably need it only once.

NOTES:

- People who are in Manitoba on a visitor's visa cannot get Social Assistance.
- Permanent residents who are sponsored and cannot get money from their sponsors, can apply for Social Assistance. If this happens the government will try to talk to the sponsor first to find out what the problem is. This may take some time. If the Government gives Social Assistance to the sponsored person, they will probably try to get this money back from the sponsor later.

Types of Social Assistance

There are three types of general Social Assistance or Welfare for everybody but, No one may get more than one type of Social Assistance at any given time.

Adjustment Assistance

Winnipeg

Immigrant Counselling and Placement Unit
See the box on page 181 of the chapter called WORKING IN MANITOBA.

Brandon

Federal Building
153 11th Street
See No. 10 on Map C
Open 8:00 - 4:30 weekdays
Phone 727-0583

This is for newly arrived immigrants who cannot pay for food, clothing, household expenses, personal needs and rent. This help comes from the Federal or Canada Government and it is seen as an emergency type help until immigrants are successful in finding a job.
To apply for Adjustment Assistance in Winnipeg, go to the Immigrant Counselling and Placement Unit Office. In Brandon, go to the Federal Building. See the boxes above.

Municipal Assistance

Winnipeg

Social Services Department - Central Office
705 Broadway Avenue
See No. 38 on Map A
Open 8:30 - 4:30 weekdays
Phone 775-8311
Buses: Sherbrook, Academy, Stafford.

Brandon

Municipal Welfare Office
410 9th Street
Near No. 4 on Map C
Open 8:30 - 4:30 weekdays
Phone 728-2278

This is for people who cannot pay for their basic needs such as food, clothing, shelter and medical needs. This help comes from the city or local government.
To apply for this help in Winnipeg, go to the Social Services Department Office. See the box above. In Brandon, go to the Municipal Welfare Office. See the box above.

705 Broadway Avenue, Winnipeg

NOTE: If you have special needs, the people at the municipal office will refer you to the Provincial Government. They may place you in one of the categories described below in the section called "Social Allowances" However, it is a good idea to go first to your municipal office

Social Allowances

PROVINCIAL OFFICES

Central District Office
164 Isabel Street
See No. 5 on Map AA
Open 8:30 - 4:30 Weekdays
Phone 943-3511
Buses: Academy, Salter, Stafford, McGregor, William.

North District Office
1790 Main Street
See No. 17 on Map B
Open 8:30 - 4:30 Weekdays
Phone 339-1641
Buses: N. Main, Selkirk, Mountain, Corydon, Osborne.

Southwest District Office
3rd Floor, 880 Portage Avenue
See No. 14 on Map B
Open 8:30 - 4:30 Weekdays
Phone 944-4644
Buses: Portage-Polo Park, Arlington, E. Kildonan, McPhillips.

Brandon
Income Security Office
Provincial Building
340 9th Street
See No. 3 on Map C
Phone 728-7000

These are programmes from the Provincial or Manitoba Government for residents of the province who have special needs.

- Manitoba Supplement for Pensioners (M.S.P.)

  This is for senior citizens who do not have enough money to support themselves.

  To apply for this help go to any of the offices listed in the box above.

- Mother's Allowance

  This is for mothers with dependent children and:
  - no husband, or
  - whose husband has died, or
  - whose husband has deserted or left the family with no help for 90 days or more, or
  - whose husband has been put in jail and has to stay in jail for 90 days or more.

NOTE: Usually, a father who finds himself in any of these situations cannot get Mother's Allowance. But, he may be considered for it under a special Minister's permit.
To apply for this go to any of the offices listed in the box under Social Allowances.

- Child Related Income Support Programme (C.R.I.S.P.)

  This is for:
  - children whose parents cannot support them, or
  - children in a foster home or institution, or
  - children who are being cared for by the Children's Aid Society or the Department of Health and Social Development because their parents did not take care of them.
  - children whose parents are dead.

  You can apply for this at any of the offices listed under "Social Allowances".

- Student Social Allowances

Student Social Allowances
Box 7 - 693 Taylor Avenue
See No. 11 on Map B
Open 8:30 - 4:30 Weekdays
Phone 284-8220
Buses: Pembina Hwy., Stafford, King's Park.

This is for college, university or high school students who do not have enough money to pay for tuition fees, books and other basic expenses while they are going to school.

When you apply for Student Social Allowance you must:

- give proof that you have applied for other types of assistance such as a student loan or a scholarship
- show that neither you nor your parents can afford to pay for the cost of going to school.
- be accepted by an educational institution
- prove that you attend the course regularly and get good marks.

NOTE: This is not the same thing as Student Aid. For information on Student Aid see the section called "Money To Help Students" in the chapter called EDUCATION.

You can apply for this at the Student Social Allowances Office. See the box above.

Appeals

Social Services Advisory Committee
Department of Community Services and Corrections
Room 1001, 330 Portage Avenue
See No. 41 on Map A
Open 8:30 - 4:30 Weekdays
Phone 944-3003
Buses: Any bus going downtown near Eaton's.

If you need Social Assistance but when you go to apply for it:

- you are told you cannot apply, or
- you apply and do not get any help, or

- the help you get is not enough to meet your needs,

You can ask the Social Services Advisory Committee to review your situation. This is called an appeal.

To appeal you can fill out an appeal form or send a letter to the chairman of the Social Services Advisory Committee. See the box above. After you have done this, your case will have to be presented to the Appeal Board. This is the Social Services Advisory Committee. You may choose to do it yourself or have somebody else do it for you.

If you are successful, the Appeal Board may give you the help you asked for.

Special Services For Women

If You Are Having Personal Problems

If you:

- are having problems with your husband, or
- have a drug or alcohol problem, or
- have been raped or sexually assaulted, or
- are having problems dealing with your children, or
- have a pregnancy problem, or
- know of someone who has any of these problems and want to help,

there are places in Manitoba where you can go to get help. Most of the people at these places are women. Among them are professionals such as community workers, volunteers and also women like yourself who have gone through what you may be going through.

Places to Go For Help

Winnipeg

Klinic Inc.
545 Broadway Avenue
See No. ● on Map AA
Open 24 hours a day, 7 days a week
Phone 786-8686
Buses: Sherbrook, Academy, Pembina Hwy., Grant.

Klinic

This is a health centre which provides medical, social and emotional help. The services they provide are not just for women. They are also for men and older people.

Some of these services are:

- Medical Services. Doctors and nurses help you with health problems you may have.
- Community Services. Community workers, doctors, nurses and volunteers help senior citizens with the problems they may have. They also have a men's and a women's club.
- Counselling Services. Trained counsellors help people who have personal problems and need help. There is individual, couple and family counselling available to those who need it. They also help women who have been raped or sexually assaulted. For more information on this, see the section "Rape And Sexual Assault" later in this chapter.

Westman Women's Shelter

Brandon
Westman Women's Shelter
148 11th Street
See No. 8 on Map C
Open 24 hours a day, 7 days a week
Phone 727-3644

The Women's Shelter has a 24 hour Rape Crisis Centre. This centre provides support to women victims of rape and sexual, physical or mental abuse.

Osborne House

Phone: 775-8197

If your marriage is breaking up, or if your husband beats you and you need help, in Winnipeg phone Osborne House - See the telephone number in the box above.

The people there provide crisis counselling, and also can give you information on:

- how to get legal help
- how to get financial help, and
- how to find a place to live if you need to.

Sometimes when you are having problems, it is good to get away from your home to try and work out your problems. If you do not have a place to go to do this, you can go to Osborne House. You can stay there for up to 10 days. You can take your children with you.

If after 10 days you do not want to go back to your home, the people at Osborne House may make arrangements for you to stay somewhere else.

NOTE: If you do not speak English well, the people at the Osborne House will get a translator for you through the Language Bank at the International Centre.

Rape and Sexual Assault

Sexual Assault Program
545 Broadway Avenue
See No. 26 on Map AA
Open 24 hours a day, 7 days a week
Phone 774-4525
Buses: Sherbrook, Academy, Pembina Hwy., Grant.

Rape happens when a man has sexual intercourse with a woman against her will. It should not be seen as a sexual act, it is a violent crime. 'Sexual Assault' means any sexual contact with

a man which is unwanted by the woman. Both rape and sexual assault are against the law.

What To Do

If you have been raped or sexually assaulted and need help, there are some things you can do:

- in Winnipeg, phone the Rape Crisis Line at 774-4525 at any time of the day or night.
- in Brandon, phone the Rape Crisis Centre at 727-3644, 24 hours a day.

The people at these places will want to help you get through this difficult experience. They can give you legal and medical information and they will offer good advice on what is the best thing for you to do.

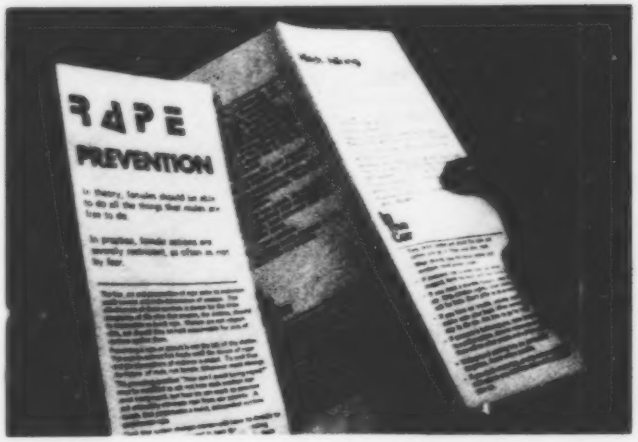
- talk to a friend or a relative about what has happened. Rape and sexual assault are frightening experiences. You will need someone to talk to.
- tell the police what happened to you. In this way you will be helping to stop the rapist.

  If you decide to go to the police, talk first with a counsellor at the Rape Crisis Centre in Winnipeg, or the Rape Crisis Centre in Brandon. There are some things you will need to know and do before you talk to the police.

NOTE: It is important that you see a doctor or go to the hospital if you have been raped or sexually assaulted. You may be physically hurt, have an infection or be pregnant.

If you have been assaulted there is no reason for you to feel ashamed or guilty. You have been the victim of a violent crime. The people at the Rape Crisis Line or the Rape Crisis Centre can help you deal with this. You can talk to them over the phone or in person.

Self Defense



The best defense for a woman is to avoid situations in which assault can occur. Here is some advice to follow to avoid being attacked:

- Avoid walking alone.
- Avoid unlit streets and unfamiliar areas.
- If you think you are being followed, look back and check.
- Go to the nearest house or building with lights on.
- Scream or yell words like FIRE! HELP! POLICE! RAPE!

For more information on things you can do to avoid being attacked, get the brochure called 'Rape Prevention'. You can get this at Klinic. See the box on the section on "Klinic".

You can also defend yourself by fighting the attack. If you are going to do this you should know how to do it well. Taking a course in Self Defense is a good idea. You will learn to be prepared physically and mentally to protect yourself. You will also learn some skills that will help you if attacked.

For information on Self Defense courses for women contact the Y.W.C.A. in your area. See the box below.

Information About Women's Groups

YOUNG WOMEN'S CHRISTIAN ASSOCIATION (Y.W.C.A.)

Winnipeg

447 Webb Place
See No. 20 on Map A
There is always someone at the desk 24 hours a day, 7 days a week
Phone 943-0381
Buses: Any bus going downtown near The Bay.

Brandon

148 11th Street
See No. 8 on Map C
There is always someone at the desk 24 hours a day, 7 days a week
Phone 727-5104, or 727-3644

This is a women's organization with programmes and services especially for women. The Y.W.C.A. is open to all women. There are special programmes for girls as well. Although this organization is called a Christian Association, its programmes are open to women of all religious backgrounds. A great deal of the work done at the Y.W.C.A. is done by volunteers.

Some of the services are social. These include groups for people with special needs, such as young mothers and widows. Other services are educational such as home-repair courses, fitness courses and so on. They are designed to help women develop and grow to their full potential.

For more information on the programmes you can take part in at the Y.W.C.A. see page 256 in the chapter called HAVING FUN IN MANITOBA. Or go to the Y.W.C.A. building and ask there.

The Y.W.C.A. has women's residences in both Brandon and Winnipeg. Women over 18 years of age can rent rooms there.

The Y.W.C.A in Winnipeg has a Women's Resource Centre where you can get information about other women's groups and services for women.

Y.W.C.A. building in Winnipeg

The Women's Employment Counselling Service (W.E.C.S.)

The W.E.C.S. is a place where you can get help if you are a woman. For more information on what they do, see page 181 of the chapter called WORKING IN MANITOBA.

The Women's Employment Counselling Centre (W.E.C.C.)

This is another place where you can go for help if you are a woman. For more information on

the type of services they offer, see page 196 of the chapter called WORKING IN MANITOBA.

Disabled People

The disabled are people who cannot see, or who cannot hear, or who must use a wheelchair, or who are mentally retarded. There are many other different types of disabilities as well as these. Many people who are disabled were born that way, but others have become disabled through disease or an accident.

Many disabled people are skilled athletes

Services For Disabled People

Services have been created to help disabled people lead normal lives. For example, people in wheelchairs can call the HANDI-TRANSIT to pick them up for work, or shopping. HANDI-TRANSIT is a part of the cities of Winnipeg and Brandon Transit Services. See the section on

"HANDI-TRANSIT" in the chapter called GOING PLACES.

People who are blind or deaf have a right to equipment and other kinds of help such as canes, or books with large letters, or hearing aids. See the section on "Medical Equipment" later in this chapter.

Many disabled people live in special homes, can receive job training, and can get jobs in the community. If you are disabled because of disease or injury, you can receive medical help or training for a job.

There are some terms that you may need to know:

- Therapy: help to recover
- Vocational Therapy: trained counsellors, social workers, occupational and physical therapists help mentally and physically disabled people prepare for a job.
- Occupational Therapy: occupational therapists help people of all ages who have a temporary or permanent physical or mental disability. They do this by:
  - finding out what the person can and cannot do
  - finding out the type of setting in which the person wants to live

    AND
  - helping them to eliminate the disability, or
  - teaching them things they can do, despite their disability.

Disabled people are not treated fairly in many areas of everyday life. However, advocates, or people who speak up for the disabled, have worked hard with disabled people to make certain that they are treated fairly. The number of services and opportunities for disabled people have grown in recent years. Agencies who work with the disabled provide different kinds of services. These depend on how serious the disability is.

Some agencies offer:

- job training and sometimes, jobs;
- residential care in a large building with many people living there;
- shelter, employment or work and a job in a group setting.

It is easy to recognize buildings that are built for disabled people. Many buildings have ramps, wide doors, and washrooms for people who use wheelchairs. Automobile parking spaces for disabled people are often close to doors leading into these buildings. Look for the sign in the picture. If you see it you will know that disabled people often use the services in the building or work there.

Vocational Rehabilitation Services

Winnipeg

Central District
189 Evanson Street
See No. [illegible] on Map B
Open 8:30 - 4:30 Weekdays
Phone 786-0351
Buses: Portage-Polo Park, Arlington, Garden City, E. Kildonan.

Northwest District
408 McGregor Street
See No. [illegible] on Map B
Open 8:30 - 4:30 Weekdays
Phone 586-8323
Buses: McGregor, Academy, Stafford, Garden City.

Northeast District
1400 Henderson Highway
See No. [illegible] on Map B
Open 8:30 - 4:30 Weekdays
Phone 338-7871
Bus: E. Kildonan.

Southeast District (St. Boniface)
233 Provencher
See No. [illegible] on Map B
Open 8:30 - 4:30 Weekdays
Phone 233-2464
Buses: Provencher, Wolseley, Archibald.

South District
2989 Pembina Highway
See No. [illegible] on Map B
Open 8:30 - 4:30 Weekdays
Phone 261-9421
Buses: St. Norbert, Dalhousie.

St. Vital
598 St. Mary's Road
See No. [illegible] on Map B
Open 8:30 - 4:30 Weekdays
Phone 233-3946
Buses: St. Anne's, St. Mary's.

South Central District
Building No. 3, 139 Tuxedo Avenue
See No. [illegible] on Map B
Open 8:30 - 4:30 Weekdays
Phone 895-5160
Buses: Academy, McGregor.

Transcona
108 Bond Street
See No. [illegible] on Map B
Open 8:30 - 4:30 Weekdays
Phone 222-6761
Buses: Regent, Kildare, N. Transcona, N. Kildonan.

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West District
2000 Portage Avenue
See No. 10 on Map B
Open 8:30 - 4:30 Weekdays
Phone 885-4410
Buses: Westwood, Crestview, St. Charles and Sturgeon Express buses.

West District
1981 Portage Avenue
See No. 9 on Map B
Open 8:30 - 4:30 Weekdays
Phone 885-4480
Buses: Westwood, Crestview, St. Charles and Sturgeon Express buses.

Brandon
340 9th Street
See No. 1 on Map C
Open 8:30 - 4:30 Weekdays
Phone 727-7000

The Manitoba Government Department of Community Services and Corrections operates many offices throughout Manitoba. These are called Regional Community Services Offices. You can speak to a Vocational Rehabilitation counsellor at any one of these offices, and you can receive any of the services they offer.

Vocational Rehabilitation is a programme which helps mentally and physically disabled people to train for a job in the labour force. Many disabled people go there for counselling, for tests, for vocational or job training, and in many cases they can get a job afterward with the help of the Vocational Rehabilitation counsellors. Some other agencies work in co-operation with Vocational Rehabilitation. These are:

- The Canadian National Institute for the Blind (C.N.I.B.)
- The Society for Crippled Children and Adults (S.C.C.A.)

- The Canadian Association for the Mentally Retarded (C.A.M.R.)
- The Alcoholism Foundation of Manitoba (A.F.M.)
- Occupational Activity Centres
- Canada Employment Centres (C.E.C.)

You can also talk to Vocational Rehabilitation counsellors about other programmes they have such as:

- Child and Family Services
- Mental Retardation Services
- Employment Services

Services For The Mentally Disabled

Community Mental Retardation Services
831 Portage Avenue
See No. ● on Map B
Open 8:30 - 4:30 Weekdays
Phone 775-9761
Buses: Portage-Polo Park, McPhillips, E. Kildonan, Arlington.

The Government of Manitoba co-ordinates services to the mentally disabled and their families. This includes:

- Finding houses or apartments for mentally disabled persons to live in.
- Helping parents to understand the mental disabilities of their children.
- Assisting families in learning about new situations and opportunities involving the mentally disabled.

Community Mental Retardation Services works closely with the Manitoba School for Retardates in Portage la Prairie. The Manitoba School is a large institution with mentally disabled people living there all year long. They teach people about certain jobs and how to do them, they work with small children and babies to increase learning abilities and they operate a lakeside recreational camp where residents learn

crafts and water sports. People who leave institutions are helped to re-enter the community by Community Mental Retardation Services workers.

Medical Equipment

There are at least two places in Winnipeg where you can get medical and home care equipment.

Medical Supplies And Home Care Equipment

Medical Supplies and Home Care Equipment
1500 Regent Avenue West
See No. [redacted] on Map B
Open 7:30 - 4:30 Weekdays
Phone 224-2246
Buses: Transcona, Regent.

People registered in continuing care or on social allowance can get medical equipment such as walkers, hospital beds and bath seats through this service. All medical equipment must be ordered by your family doctor or a public health nurse. This equipment must be returned. You must have lived in Manitoba at least 6 months before you can get any of this equipment.

Canadian Red Cross Society

Canadian Red Cross Society
226 Osborne Street North
See No. [redacted] on Map AA
Open 9:00 - 5:00 Weekdays; there is a 24 hour emergency service
Phone 772-2551
Buses: Any bus going downtown near The Bay, Pembina Hwy., Academy.

The Red Cross loans equipment such as wheelchairs, canes, crutches, walkers and raised toilet seats for 3 months. After the 3 months you have to return it. This service is free and there is no residency requirement.

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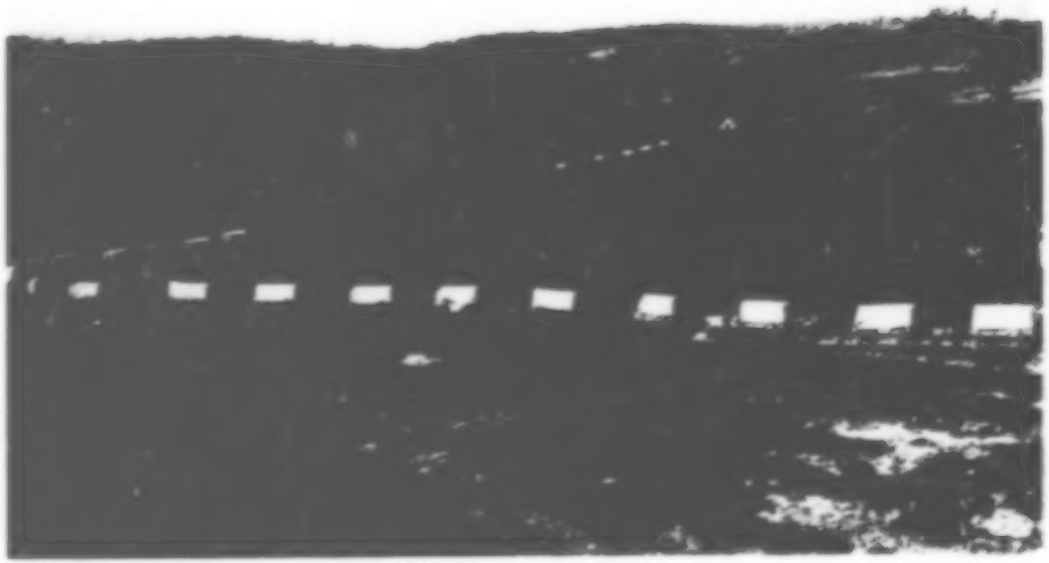


Provincial Archives of Manitoba

A Story of Manitoba

Manitoba Museum Of Man And Nature

First Inhabitants

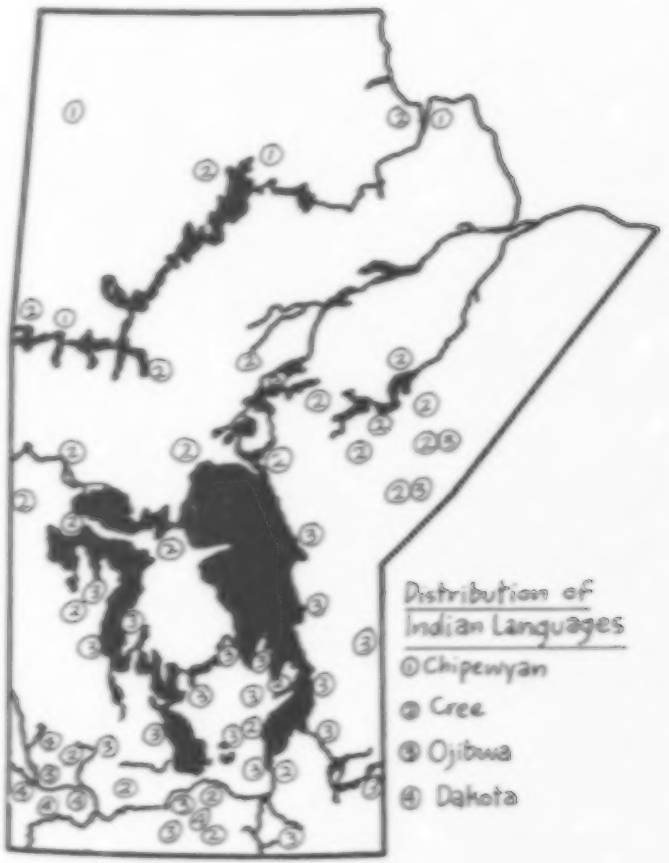
People from all over the world have come to make their home in Manitoba. Some have been here for thousands of years. Others have only just arrived. Manitoba is a province with a great variety of different peoples. Although the basic legal and political systems in Manitoba are British, the people who have built the province come from all corners of the world. They have all made valuable contributions.

The earliest people to live in Manitoba were Indian people. Indian people, although probably related in the distant past, do not all speak the same language and they do not all live similar lifestyles. In Manitoba alone, there are five distinct Indian languages today which are Sioux (also known as Dakota), Chipewyan (also known as Dene), Cree, Ojibway (also known as Saulteaux or Chippewa) and Cree-Ojibway (also known as the Island Lake Dialect). There were several different Indian lifestyles and cultures in Manitoba. They lived on the plains, in the woods and in the

north. Each lifestyle was different and was related to the environment around them. People who lived near lakes and rivers ate mostly fish as well as other food that they hunted and gathered. People who lived in the north hunted moose and caribou and on the plains, Indian people hunted buffalo. The Indians' philosophy of life stressed living in harmony with nature so they only hunted enough animals to let them survive. They used all parts of the animals. The hide was used for clothing and the flesh was used for food. Very little was ever wasted. The Indian people also stressed the value of sharing and equality. When one person had a lot of food, he or she shared it with everyone else in the band so that no one would go hungry.

When settlers came to North America, many Indian people started to migrate away from this influx of Europeans. That is how the Ojibway people came to Manitoba. They originally lived in what is now known as Ontario.

The word 'native' refers to Indians as well as other people known as Native people. These are Metis, that is, people of mixed Euro-Canadian and Indian blood; Non-Status Indians, that is, people who are not legally recognized as Indians by the Canadian government; and Status



Manitoba Museum of Man and Nature

Indians, that is, people who have a special relationship with the Canadian government.

Many native people live in cities and towns, some in rural communities or reserves. Reserves are sections of land (one square mile to one hundred square miles in Manitoba) which were created about 100 years ago when the government of Canada and the Indian people signed treaties. Treaties are legal contracts. The Indian people gave up over 99% of the land in Manitoba in exchange for guarantees that they could hunt, fish and live on reserves, as well as financial assistance in education, health and other areas.

Indian people had different ideas about land ownership. The land belonged to the band and individuals were free to use it for the betterment of the whole group. Everyone shared the land and the produce from the land with everyone else in their community. This idea was very different from that of the European settlers who came to Canada to own land as individuals. This difference in attitude caused many problems in later years.

Red River Uprising

The first European settlers came to what was called the Red River Settlement about 200 years ago. For the most part they lived together in peace with the Indians. Most of them were men and eventually they married Indian women. The children of these marriages between Europeans and Indians were the Metis people.

When Manitoba became a Canadian province in 1870, most of the people were Metis. However none of the people who lived in this tiny settlement were asked if they wanted to join Canada. The Government of Canada was about to take over the Red River Colony from the Hudson's Bay Company when the Riel Rebellion started. The people at Red River wanted Manitoba to be a province just like the other Canadian provinces. They wanted to control religion, education and land. They wanted to have guarantees that their homes would not be taken from them.

The Metis wanted the Red River Colony to be called Manitoba and they wanted equal rights for all. Most people at that time spoke French. Under the Metis' proposal the rights of the English minority would be protected. The first Government of Manitoba under Louis Riel

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had twelve English-speaking and twelve French-speaking representatives.

The Canadian Prime Minister, John A. Macdonald, reached an agreement with the Metis people. This was known as the Manitoba Act of 1870. This Act created the Province of Manitoba. People in the new province could use French or English in the government and the courts. They could also educate their children in French or English. The rebellion was over. The people had received a guarantee of rights in the new province. The Metis people were also promised half a million hectares (a million and a half acres) of land as a land settlement. Few of these promises were kept. In fact, the Government of Canada never actually gave the land to the Metis. What the individual Metis got was a certificate. This was a piece of paper which promised that each Metis family would get a farm when the land was mapped by the government. The government officials never came to do this and many Metis people sold or gave away their certificate. Later, when they came to understand what had happened to them, the Metis became very angry with the government. They would not trust the word of the government again. Riel and many of his followers were expelled from the new province. Large numbers of Metis people migrated west where they started new settlements.

A New Province

After Manitoba became a province in 1870, most immigrants came either from Ontario or the British Isles, but many others came as well. These immigrants came as homesteaders. Homesteaders were given one hundred and sixty acres of land for a very small fee. This was because the government wanted them to live there and to cultivate the land. They would lose the land if they did not live on it within six months. Only people who were subjects of Queen Victoria, the Queen of England, would be considered homesteaders.

The 1870's were very busy times. A large railway was being built across Canada. This was partly to bring new homesteaders out west, but also to join British Columbia to the rest of Canada. The government wanted to finish the railway quickly because it was afraid that the Americans might take over the North West and make it part of the United States.

Around this time, Indian people were forced onto reserves where they were encouraged to adopt new ways of living. Outside of the reserves the way that they had always lived was being destroyed by the coming of the white settlers. Millions of buffalo were killed by white hunters who wanted their tongues and fur. Each year there were fewer and fewer buffalo. However Indian people still depended on the buffalo for their food, clothing, tools and other important things. The government expected the Indian people to become farmers. This was not a realistic thing to expect. The Indian people were not farmers. The land on many reserves was not suitable for farming. The Indian people could not change overnight. The Indians began to starve because they had no food. Food had to be sent to them by the Government of Canada. Many Native people were now sorry that they had signed the treaties.

Provincial Archives of Manitoba

Provincial Archives of Manitoba

In 1885, the Metis people under Louis Riel again fought against the Government of Canada. This is called the North West Rebellion. The Metis really had no chance in a fight against the Canadians who had an army, and the North West Mounted Police. The soldiers came to Manitoba and then to Saskatchewan on the newly finished railway. At first the Metis won several battles. They were finally outnumbered and defeated at Batoche. There the Metis forces were surrounded and gave up. Riel was tried, found guilty and hanged for high treason.

Even though he died in this way, many people consider Louis Riel to be the father of Manitoba. There is a large statue of Riel located near the Legislative Building in Winnipeg that reminds us of him. His birthplace has been preserved as a historic site and is open to the public to see.

Today Metis people are an active part of Manitoba. The injustices that were felt at that time have not disappeared. Many Metis people are still struggling for the rights that were promised them in 1870.

After the Riel Rebellion had been put down, the Government of Canada was able to bring to the prairies what it wanted, "hard working white settlers". The Canadian Government wanted English-speaking Protestant people. They wanted people who shared the customs, habits, dress and speech of the English speaking people of Ontario. However, people in Ontario and the British Isles were not very eager to move to such a cold and lonely place so far away from home.

In 1890, the Manitoba Government passed a bill which limited the use of French in courts and the government, and which stopped public money to Catholic schools. This is called the "Manitoba Schools Question". For more details see the section on page 482 of this chapter. This problem was not solved until 1979 when the Supreme Court of Canada said that Manitoba must make French available in the courts and government of the province.

In Manitoba's early years as a province most of the settlers were from Ontario and matched what the Government of Canada at that time wanted. Later however, others, such as Jews and Mennonites came to Manitoba to escape death and oppression in Europe. Manitoba, thus became a refuge for people from different lands with different customs and languages. The Mennonites settled in Southern Manitoba as farmers and eventually became very prosperous. Communities such as Winkler, Steinbach and others are the result of this movement. This movement of refugees was the first humanitarian response by the Canadian Government to the suffering of people in other nations. This attitude eventually influenced Canada's immigration law.

European Migration

Provincial Archives of Manitoba

After 1890, hundreds of thousands of immigrants from Europe began to move to Canada. By this time much of the land in the United States was settled. People began to look to the Canadian North West as a place to move into. Thousands of people in Europe wanted to get out of the terrible conditions in the overcrowded cities where they were living. Hungarians, Icelanders, Czechs and Slovaks joined the settlers in the new province.

Many learned how to speak English, and how to act like British Canadians. Other people, mainly from Britain, Ireland and Scotland came because Canada was part of the British Empire.

Other immigrants came from parts of Eastern Europe such as Poland and the Ukraine. They worked very hard in making the new farmland productive.

Each settler was offered 160 acres with the possibility that they would receive another 160 if they cleared and farmed the land within 3 years. An advertising campaign was used to attract people first from the United States and

Britain. Pamphlets were printed which told of huge crops, good weather and the giant fruits and vegetables which could be grown in Western Canada. The government got farmers to travel to Ontario and England to tell tales of wealth and prosperity. It also paid the agents who sold steamship tickets to bring people to Canada. After this, the government did the same thing in other European countries. Letters and booklets were translated into French, German, Italian, Russian, Ukrainian, Swedish and other languages. Between the years 1897 to 1911, millions of people came to Canada, most of them going to the Last Best West, as they called it at that time.

Provincial Archives of Manitoba

Manitoba Schools Question

The Manitoba School Question was a major problem from 1890 on. Many of the new settlers who came to Manitoba from Ontario felt that English should be the only language used in the schools. The Manitoba Act of 1870 had guaranteed that French or English could be used in teaching.

Provincial Archives of Manitoba

Some people felt that no religious group should receive money from the government to run their own schools. The Manitoba Government passed a law in 1890 which limited the use of French in schools. The law also stopped public tax money from going to Catholic schools.

This action created bad feelings in other parts of Canada. In 1896 an election was held throughout the country about the right of provincial governments to control education. As a result, a plan was developed which allowed for the use of other languages in some schools. Religious training could be provided after regular school hours.

With the huge number of immigrants coming to Manitoba, more schools were needed. Many of the people did not speak English. Teachers in new schools were speaking and teaching in the mother tongue of their students. Many different languages came to be used in the schools in this way. Some English speakers were afraid that the school system would be destroyed because of this and that Manitoba would have to leave Canada. In 1916 the Manitoba legislature abolished the use of all languages except English in schools. In recent years the use of French has returned to some schools where there are enough students who speak it or request

instruction in it. In addition, German, Ukrainian and Hebrew are used as languages of instruction in some schools for up to 50% of the school day.

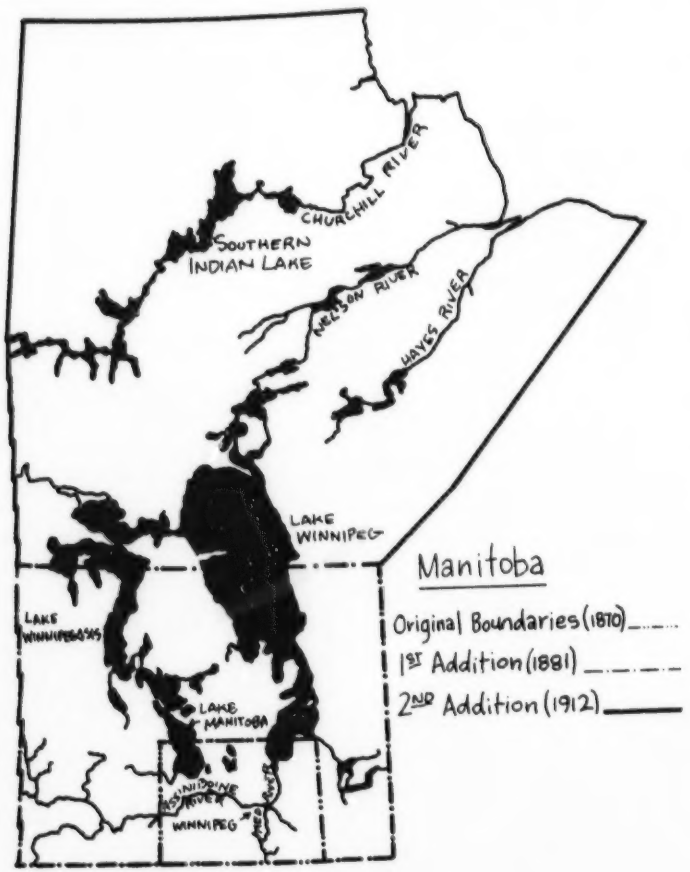
Thousands of New Immigrants Arrive By Train

The settlers and immigrants coming from Europe generally had very little or no money. Their only possessions were the few things that they could carry with them. They came to Canada in steamships where they often became hungry and sick. Their first destination was Montreal where they were given a medical examination by doctors.

Those immigrants who did not pass the examination were sent back to Europe. For them, the promise of free land ended there. The immigrants who passed the medical examination were given $3.00 and could continue their travel west on colonist railway cars.

Thousands of hopeful new immigrants travelled across a vast stretch of land covering most of Ontario and parts of Quebec, Manitoba and Saskatchewan. This land is made of very hard rock with great forested areas and many lakes. This land is called the Canadian Shield, and is thought by many people to be a symbol of Canada.

Canadian Pacific



People who travelled in this manner would not see any signs of human civilization for hundreds of miles. It was common to see colonist trains waiting for hours and even days at the side of the track until they got permission to leave. Freight trains and regular passenger trains were considered more important.

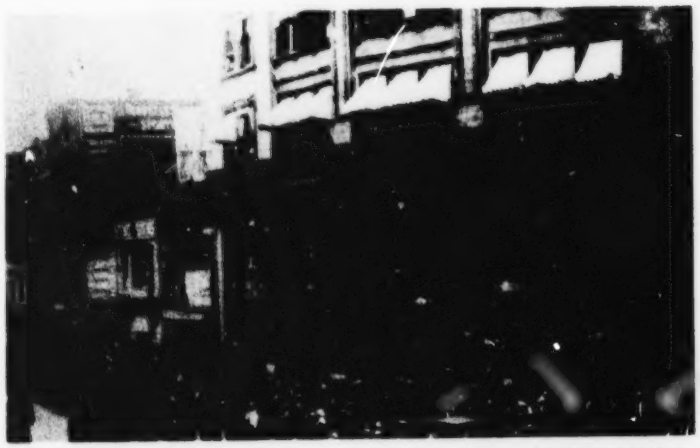
All these trains passed directly through Winnipeg which by now was becoming a large city. Hundreds of thousands of immigrants passed through the Immigration shed beside the railway station. From here some were hired by farmers looking for cheap labour. Many moved into Winnipeg's North End. Others continued their journey west. Three hundred thousand people came to Manitoba during this time. The immigration building is still standing although it is no longer used for this purpose.

When Winnipeg became a city in 1874, there were 3500 residents. It is now a city of nearly 600,000 people. More than half of the population of Manitoba live in Winnipeg. A hundred years ago many of the areas within Winnipeg were separate villages and towns. All of these together made up the Red River Settlement.

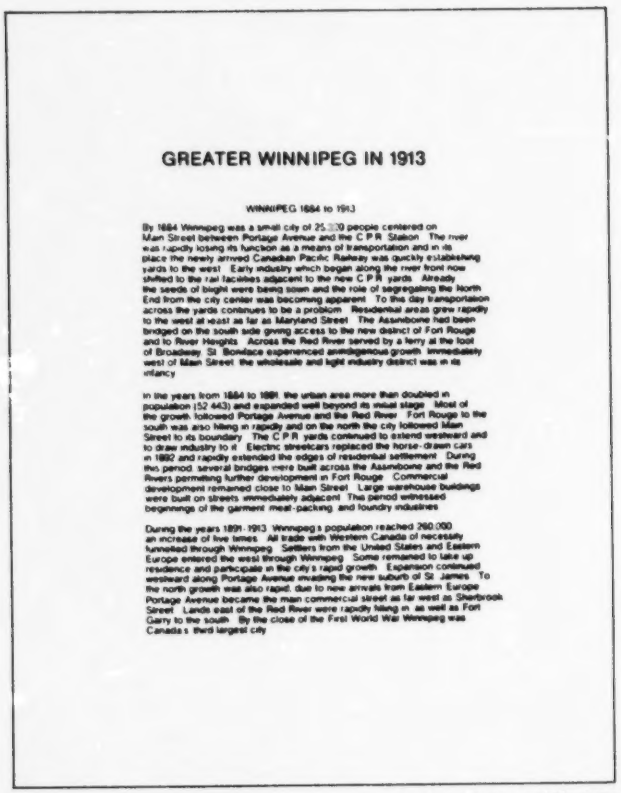
Winnipeg was just another village. Names such as Point Douglas, St. John's, St. Boniface, St. Andrews, St. Charles, Fort Rouge, and Fort Garry are still used to describe areas within the large metropolitan area of Winnipeg.

Some of the immigrants arriving in Manitoba at this time were industrial workers who had been forced to leave their country. They came from large overcrowded European cities where they were paid very little for whatever work they could get. Those who had jobs had to work in conditions that were extremely unsafe and dangerous. Death and serious injury were quite common for these workers. When they came to Canada they saw an opportunity to do things differently. They formed unions and made demands of their employers.

Winnipeg had become a centre for the railway because many trains passed through it and were repaired at the freight yard there. The first unions were made up of railway workers, but there were others as well.



Provincial Archives of Manitoba



GREATER WINNIPEG IN 1913

WINNIPEG 1884 to 1913

By 1884 Winnipeg was a small city of 25,000 people centered on Main Street between Portage Avenue and the C P R Station The river was rapidly losing its function as a means of transportation and in its place the newly arrived Canadian Pacific Railway was quickly establishing yards to the west Early industry which began along the river front now shifted to the rail facilities adjacent to the new C P R yards Already the seeds of blight were being sown and the role of segregating the North End from the city center was becoming apparent To this day transportation across the yards continues to be a problem Residential areas grew rapidly to the west at least as far as Maryland Street The Assiniboine had been bridged on the south side giving access to the new district of Fort Rouge and to River Heights Across the Red River served by a ferry at the foot of Broadway St Boniface experienced unindigenous growth Immediately west of Main Street the wholesale and light industry district was in its infancy

In the years from 1884 to 1891 the urban area more than doubled in population (52 443) and expanded well beyond its initial stage Most of the growth followed Portage Avenue and the Red River Fort Rouge to the south was also filling in rapidly and on the north the city followed Main Street to its boundary The C P R yards continued to extend westward and to draw industry to it Electric streetcars replaced the horse-drawn cars in 1892 and rapidly extended the edges of residential settlement During the period several bridges were built across the Assiniboine and the Red Rivers permitting further development in Fort Rouge Commercial development remained close to Main Street Large warehouse buildings were built on streets immediately adjacent The period witnessed beginnings of the garment meat-packing and foundry industries

During the years 1891-1913 Winnipeg's population reached 260,000 an increase of five times All trade with Western Canada of necessity funnelled through Winnipeg Settlers from the United States and Eastern Europe entered the west through Winnipeg Some remained to take up residence and participate in the city's rapid growth Expansion continued westward along Portage Avenue invading the new suburb of St James To the north growth was also rapid due to new arrivals from Eastern Europe Portage Avenue became the main commercial street as far west as Sherbrook Street Lands east of the Red River were rapidly filling in as well as Fort Garry to the south By the close of the First World War Winnipeg was Canada's third largest city

Provincial Archives of Manitoba

The Winnipeg General Strike

After the War of 1914 - 1918, the soldiers returned to Manitoba but found few opportunities for work. A depression was created after the war and there were no jobs for many thousands of workers. The unions in Winnipeg wanted to draw attention to this and called a general strike in May of 1919. Thirty-five thousand workers went on strike and many others began to join the strikers. The provincial government thought that a revolution had started and called on the police and the army to help.

When a riot broke out people panicked. The soldiers began shooting at the crowd. They killed two strikers and wounded many others. The strike leaders were arrested and most were sent to prison. These leaders eventually returned to Winnipeg after they got out of prison and became important figures in Manitoba's political history.

The population of Manitoba remained quite stable for some years. Immigration to the province had slowed down. Many people moved further west to Saskatchewan, Alberta, British Columbia and the United States. The patterns that had been established between 1870 and 1890 continued for

many, many years to come. Manitoba was to be an English-speaking province, a smaller version of Ontario. Most people coming to Manitoba before the 1st World War were either English-speaking or expected that they would have to learn to speak English.

Between World War I and World War II changes in Manitoba generally followed changes in Canada. A post-war economic boom was followed by the stock market crash in 1929. The Great Depression of the 1930's was made worse in Western Canada by serious dry periods. Agricultural production declined and many farmers simply left their farms for the tax collector. The population of Manitoba was beginning to drop. More people were leaving than were coming. Of those who remained, many moved to Winnipeg. By 1950, more people lived in Winnipeg than in the rest of the province.

Provincial Archives of Manitoba

Provincial Archives of Manitoba

Immigration Continues

Immigration increased again after World War II. Hundreds of thousands of refugees came to Canada looking for a better life. The population of Manitoba increased by 150,000 people in the ten years from 1951 - 1961. Some of this was due to natural increase. Immigrants from Britain, Italy, and Germany wanting to escape the harshness of post-war Europe found Manitoba a welcome haven. As well, refugees from the 1956 Hungarian revolution fled to Canada and Manitoba during this period.

Manitoba Population Chart	
1871 ____ 25,228	1951 ____ 776,541
1891 ____ 152,506	1961 ____ 921,686
1911 ____ 461,394	1971 ____ 988,000
1931 ____ 700,139	1981 ____ 1,040,000

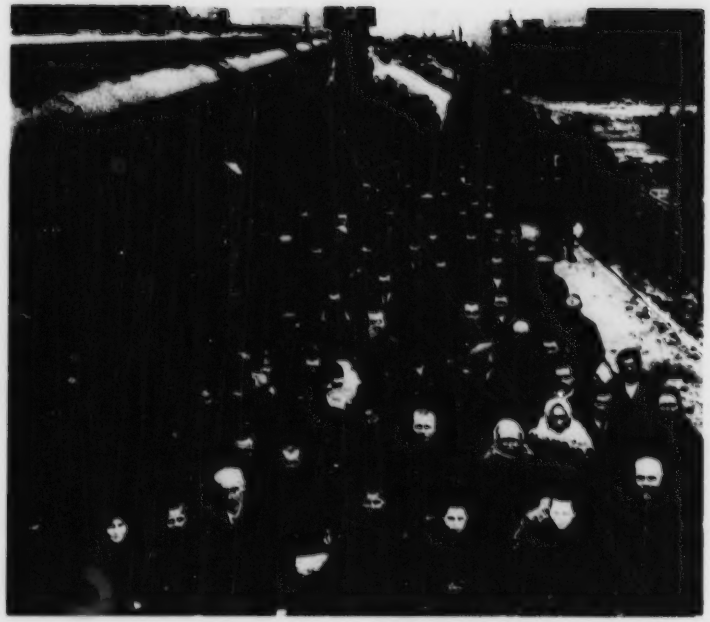
Manitoba went through a very big change as a result of these population increases. Up to this time Manitoba was basically a farming society with rural values and a practical way of accomplishing things. As more people from different cultures began to make Manitoba their home, it became more mixed and varied. This is called pluralism. This means that different ethnic groups with different histories and values would be able to continue their traditions within a modern system of government. In fact, a society very different from the old Canadian society of Ontario and Quebec began to develop. This is the importance of Manitoba within Canada. It is not surprizing to see that events such as Folklorama are widely supported. It is natural that so-called "multiculturalism" would find a natural friend in a province with a generous

mixture of different peoples. After the 1950's a more material and easy life, with higher educational and general living standards replaced the values of the rural pioneer society of 100 years earlier.

Immigration to Manitoba is approximately 5 percent of the total immigrants coming to Canada. At one time most of the newcomers to Manitoba were from Ontario, Britain, and the United States. During the last ten years, changes in the composition of immigration to Manitoba have occurred. The number of immigrants who do not speak English has increased. A greater number of people from the Caribbean, from South America and from Asia are now coming to Manitoba. This means that the source countries are changing. Throughout its short history, Manitoba has gained a great deal from the genius of other cultures.

The arrival of Icelanders, Mennonites and Jews as well as the British one hundred years ago was important. Non-British and non-English speakers had a different idea of this new province. It was a place where they could keep language and culture alive. This meant that the British and Ontario majority would not dominate the social life of this province.

Canadian Pacific



Provincial Archives of Manitoba

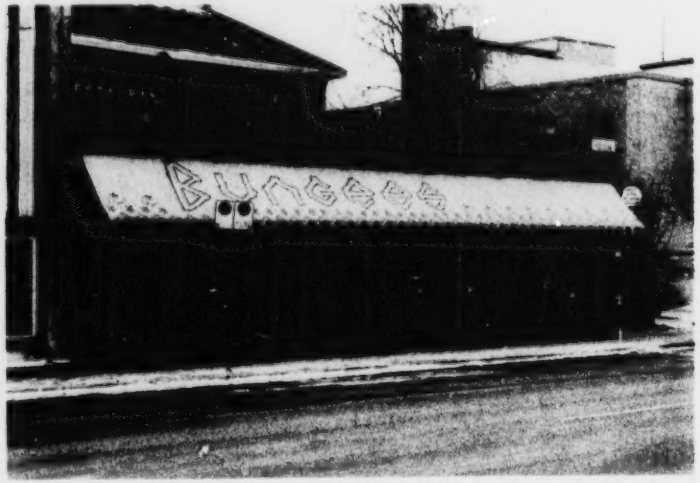
Refugee Immigration

The most recent large scale immigration to Manitoba has been refugees. Refugee Movements such as the Ugandan Asians in 1972, the Chileans in 1974 - 1975, the Indo-Chinese 1970 - 1980 and the more recent Central American experience have added a new part to Manitoba's history. Refugee movements are not like regular immigration. Refugees are moved from one country to another because their lives are in danger. They do not come to places like Canada because they want to. They have to. Because of this, many refugees are not anxious to become like other English-speaking Canadians. They hold their traditions and values, their language and way of life much more strongly than other immigrants. Manitoba has been deeply affected by the tragedy of events in other parts of the world and will likely continue to respond to these pressures. Refugees have made a lasting mark on the character of Manitoba.

New Hope

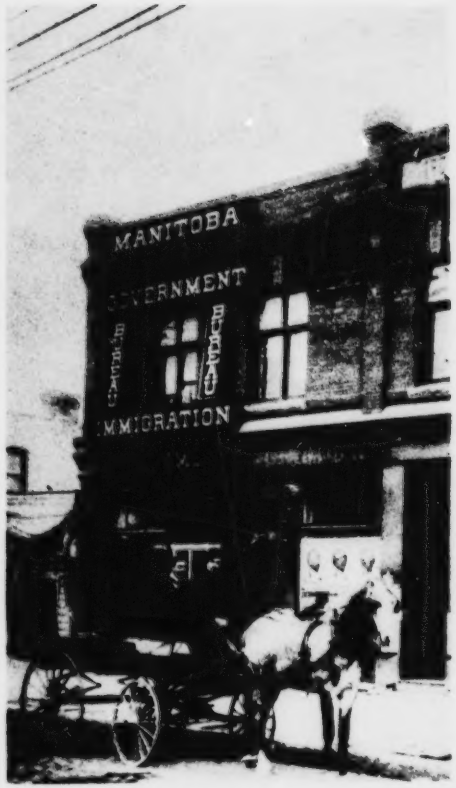
Indians were the first people to live in Manitoba. When the Europeans began to arrive and to divide the land the Indian people were forced onto reserves. The reserves still exist were they were originally established. At that time, it was hoped that the Indians would eventually become farmers. This has happened on a limited basis, but for the most part it has failed. Indian people live on the fringes of white society. The birth rate among Indian people is much higher than that of the rest of Canadian society, and the death rate is unacceptably high. Indian people have never had enough money to have their own businesses. They have not had the power to control important aspects of their lives. The inadequacies of the reserve system are now well known. Some communities have begun to share in the responsiblities for education, for roads, for police, and lately have also become involved in economic development.

Through these changes many Indian people see an improvement in their living standards. There is a hope in this that fewer Indians will need social assistance and fewer will be living in poverty. Other changes are needed. A great



number of changes must be made if Indian people are to be truly accepted in this young and culturally mixed province. Recent developments are encouraging.

Land claims that have not been resolved for over one hundred years will be the last major problem leading to self-sufficiency of Indian bands. Ironically, the land that some reserves have been built on are now worth a great deal of money. The value of timber, and minerals, as well as the possibility for developing recreational beaches on reserves is only now being considered.



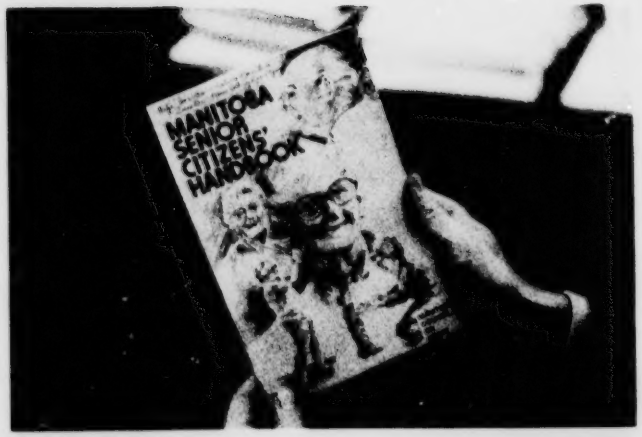
Provincial Archives of Manitoba

There are over twenty different languages spoken by people in Manitoba. Most people speak English, but other languages are very important. There are over 700,000 English speakers, 73,000 German speakers, 60,000 who speak Ukrainian, 55,000 French, 25,000 who speak a Native Indian language, 10,000 Polish speakers. There are also many Chinese, Japanese, Indo-Chinese, Spanish, Yiddish, Indonesian, Pilipino and Korean speakers in Manitoba. Of course many people speak both English and another language known as their mother tongue. Each year more and more non-English speakers come to make Manitoba their home. This means that Manitoba society has become a rich cultural mix of many different people. These new Manitobans are interacting with more established groups, and the result is a new culture with new ideas living with some very old promises.

Other Places to Look For Information

CONSUMER HELP OFFICE

At the Consumer Help Office you will find hundreds of pieces of information on subjects such as health, safety, housing and spending and saving money. These are free. Some of them are available in Chinese, English, Korean, Laotian, Polish, Portuguese, and Vietnamese. This office is located in the International Centre. See page 2 of this book for the address and how to get there.



MANITOBA SENIOR CITIZEN'S HANDBOOK

This is a guide to services which are available to older people in Manitoba. It contains information on health, housing, employment, legal and other types of services for older people.
You can get this book for free at the Department of Health, 7th Floor - 175 Hargrave Street, Winnipeg. Telephone: 944-3516 .

CANADIAN JOB HUNTING ORIENTATION

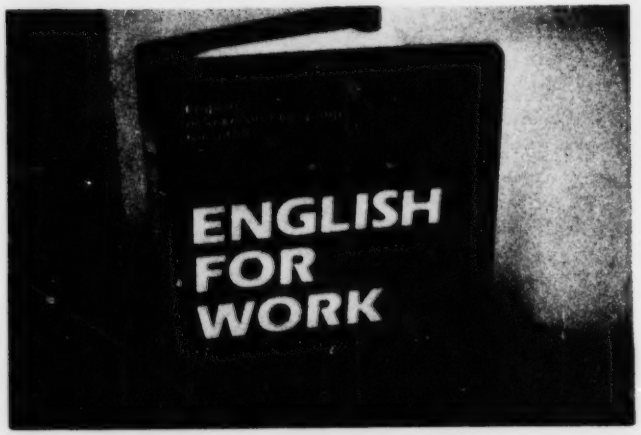
In this book you will find very useful information about things you should know and do when looking for a job in Manitoba. The book is in English, Chinese, Vietnamese and Laotian.
You can get this book for free at the Women's Employment Counselling Service, 503 - 352Donald Street, Winnipeg. Telephone: 943-0473.
For more information see page 181 in the chapter called WORKING IN MANITOBA.

MAKING CHANGES: Employment Orientation For Immigrant Women

This book is for immigrant women who want to make changes in their working lives but cannot because of lack of knowledge, information and self-confidence.
You can get this book by writing to the Cross Cultural Communication Centre, 1991 Dufferin Street, Toronto, Ontario. M6E 3P9. Telephone: 653-2223. Area Code 416.
You will have to pay $7.00. There is also a Teachers' Manual.

A MANUAL ON UNEMPLOYMENT INSURANCE

This manual is for trade unionists and for people in social and legal services agencies. It explains how the Unemployment Insurance system works and the things you should do when claiming Unemployment Insurance.
You can get this manual by writing to the Labour Council of Metropolitan Toronto, Suite 407 - 15 Gervais Drive, Don Mills, Ontario. M3C 1Y8. Telephone: 441-3663. Area Code 416. You will have to pay $5.00.



ENGLISH FOR WORK

This is a course in English as a Second Language which teaches the kind of English you need to find a job, to keep your job and to apply for Unemployment Insurance if necessary. It is written at three levels of difficulty and includes teachers' notes. You can get this by writing to the Publication Services Branch, Ministry of Education, 878 Viewfield Road, Victoria, B.C. V9A 4V1. You will have to pay $11.00

INTRODUCTION TO CANADA

LIVING IN CANADA

These two books are for people who want to immigrate to Canada. They contain general information about Canada and the way Canadians live.

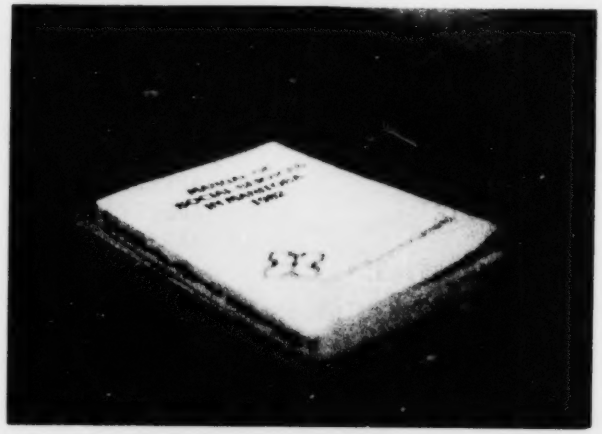
They are available in English and French. You can get them from Public Affairs, Canada Employment and Immigration Commission, Rm. 710, 330 Graham Avenue, Winnipeg R3C 4B9. Telephone: 949-2868.

MANUAL OF SOCIAL SERVICES IN MANITOBA

In this book you will find the names and addresses, phone numbers and brief description of agencies which offer services in the following areas:

- children
- housing
- health
- law
- employment and so on.

You can get this book at: the Social Planning Council of Winnipeg, 412 McDermot Avenue, Winnipeg, Manitoba. Telephone: 943-2561. You will have to pay $7.00 for a copy.



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1. International Centre - 700 Elgin
   Consumer Help Office
2. C.N.C.P. Telecommunications - 392 Main
3. Post Office - 266 Graham
4. City Hall - 510 Main
5. Portage & Main Concourse - Lost & Found Department (Winnipeg Transit)
6. Eaton Place - 330 Graham
   Manitoba Public Insurance Corporation - Room 947
7. Winnipeg Bus Terminal - 487 Portage
   Grey Goose Bus Lines
   Greyhound Bus Lines
8. Via Rail Incorporated - 123 Main
9. Legislative Building - 450 Broadway
   Tourism Office - Room 101
10. Autopac Drive-In Claims Centre - North Winnipeg - 445 King
11. Manitoba Archives Building - 200 Vaughan
    Historic Resources Branch - 3rd Floor
12. Manitoba Museum of Man and Nature - 190 Rupert
    Manitoba Planetarium
13. Winnipeg Art Gallery - 300 Memorial
14. Winnipeg Centennial Library - 251 Donald
15. Winnipeg Convention Centre - 375 York
    Community Folk Art Council
16. Department of Natural Resources - Parks Branch - 280 Smith
17. Woodsworth Building - 405 Broadway
    Personal Property Registry - 11th Floor
    County Court of Winnipeg - Room 206
    Insurance Branch - Room 1142
    Manitoba Police Commission - 5th Floor
    Small Claims Court - 2nd Floor
18. Parks Canada - 391 York
    Visitor Services
    Revenue Taxation Canada
    Income Tax
    District Taxation Office
19. Young Men's Christian Association (Y.M.C.A.) - 301 Vaughan
20. Young Women's Christian Association (Y.W.C.A.) - 447 Webb
21. General Council of Community Centres - 265 Osborne St. S.
22. University of Winnipeg - 515 Portage
    Student Records Office
    Canada Employment Centre - 4th Floor, Centennial Hall
23. Winnipeg Adult Education Centre - 310 Vaughan
24. Winnipeg Adult Education Centre No. 2 - 30 Argyle
25. Gordon Bell High School - 3 Borrowman
26. Victoria Albert School - 110 Ellen
27. Knox United Church - 400 Edmonton
28. Free Vietnamese Association
29. Hugh John MacDonald School - 567 Bannatyne
30. Dufferin School - 545 Alexandria
31. Casa d'.talia - 556 Notre Dame
32. City of Winnipeg Police Department - 151 Princess
33. City Social Services Office - 705 Broadway
    Centre, Ft. Rouge, Tuxedo, River Heights
34. Norquay Building - 401 York
    Vital Statistics Office - Room 104
    Employment and Youth Services - Room 1009
    Employment Standards Branch - Room 606
35. Bestlands Building - 191 Pioneer
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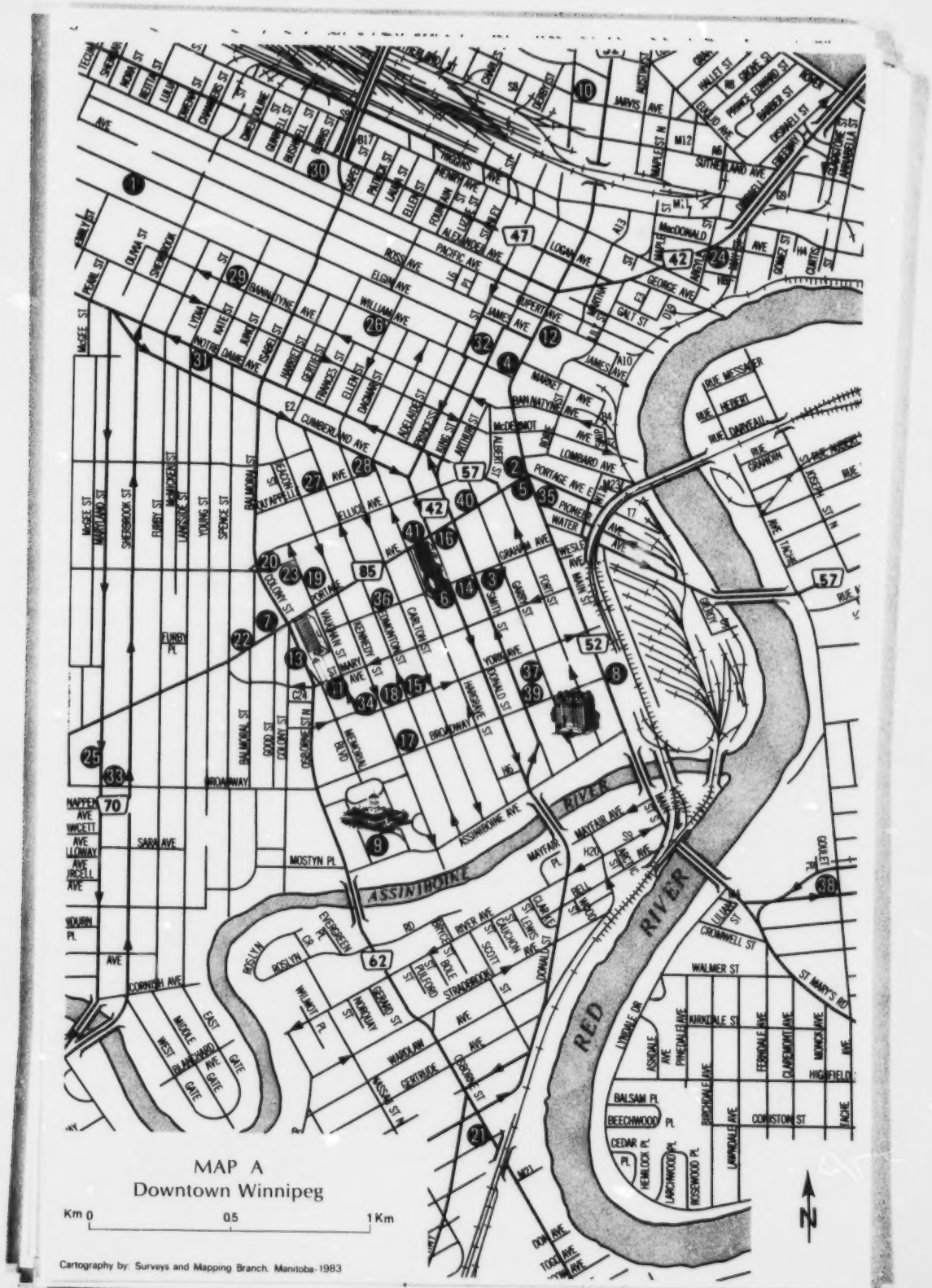
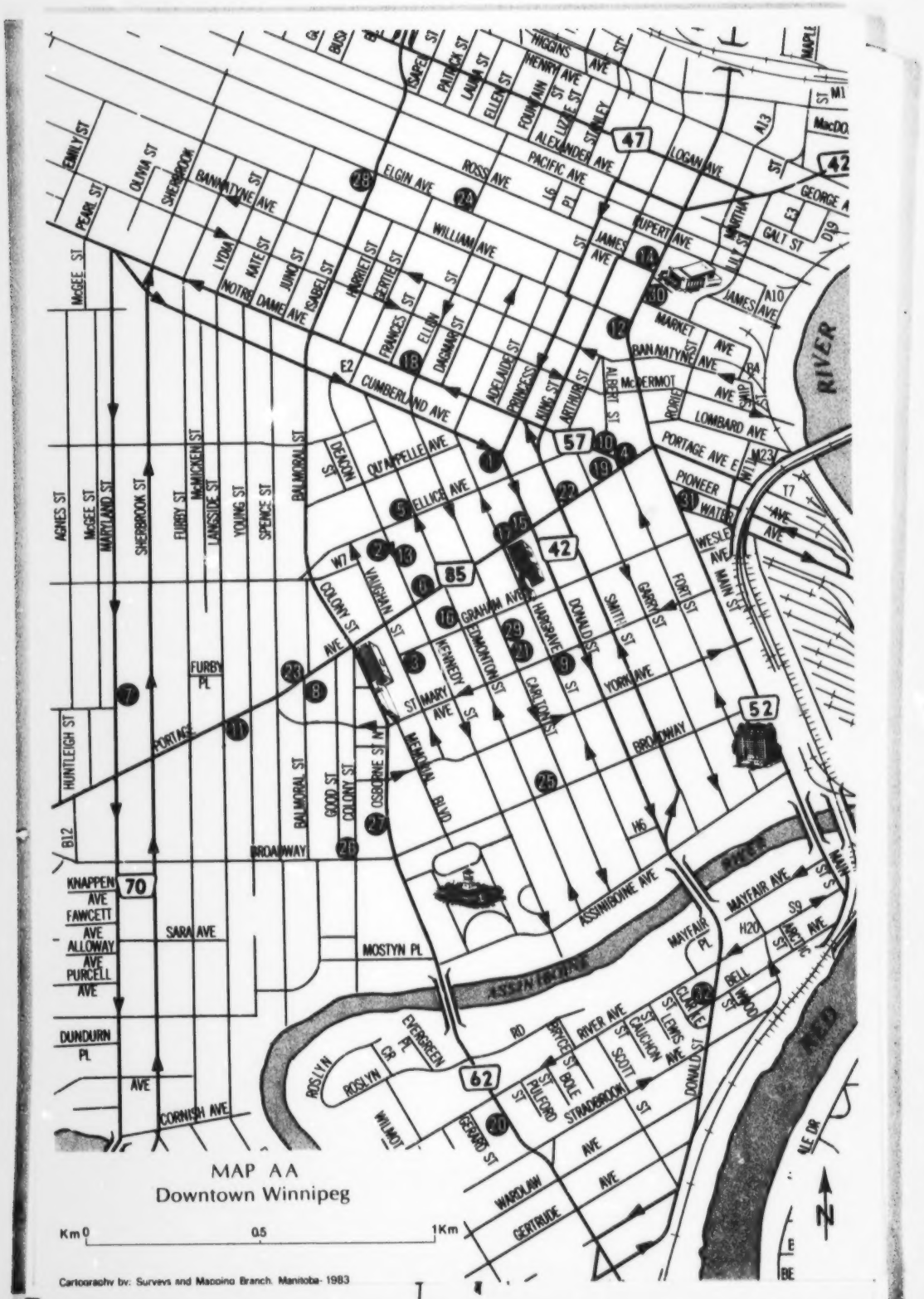
    Regional Income Security Office
    Income Security Program
36. Child Day Care Service - Room 306 - 267 Edmonton
37. Children's Aid Society of Winnipeg - 114 Garry
38. Children's Aid Society of Eastern Manitoba - 123 B Marion
39. Family Services of Winnipeg - 4th Floor - 287 Broadway
    The Manitoba Housing and Renewal Corporation - Main Floor
40. Planned Parenthood Manitoba Inc. - Room 1000 - 259 Portage
41. The Bank of Montreal Building - 330 Portage
    The Manitoba Human Rights Commission - Room 1007
    Social Services Advisory Committee - Room 1001
    Department of Community Services and Corrections


MAP A
Downtown Winnipeg
Km 0
0.5
1 Km
Cartography by: Surveys and Mapping Branch, Manitoba-1983
RED RIVER
ASSINIBOINE RIVER
N

Key to Map AA

1. Women's Employment Counselling Service - Room 503 - 352 Donald
   Winnipeg Regional Housing Authority - Room 410
   Tenant Placement
2. Women's Employment Counselling Centre - 324 Kennedy
3. The Women's Bureau - 2nd Floor - 241 Vaughan
4. Professional & Executive Placement Service - Room 400 - 209 Notre Dame
5. MacDonald Building - 344 Edmonton
   Youth Career Counselling Centre - 4th Floor
   Canada Employment Centre - Central Winnipeg
6. Job Information Centre - 393 Portage
7. Workers Compensation Board - 333 Maryland
   The Criminal Injuries Compensation Board
8. Worker Advisor Office - 311 Balmoral
9. Workplace Safety and Health Division - Room 1000 - 330 St. Mary
10. The Community Unemployed Help Centre - Room 606 - 213 Notre Dame
11. The Manitoba Federation of Labour - 570 Portage
    Union Centre
12. Community Consumer Credit Counselling Service - Room 702 - 504 Main
    Consumer Help Office
13. Consumer's Bureau - 307 Kennedy
    Office of the Rentalsmen
14. Community Income Tax Service - 536 ½ Main
15. Age and Opportunity Centre - Room 304 - 323 Portage
16. Rent Regulation Bureau - Room 302 - 254 Edmonton
17. Legal Aid Manitoba - 325 Portage
    Head Office
18. Ellen Street Community Legal Services - 395 Notre Dame
19. Phone Centre - 235 Portage
20. The Canada Public Health Centre - 103 Osborne St. S.
21. The Law Society of Manitoba - 155 Carlton
22. The Canadian Human Rights Commission - Room 718 - 275 Portage
23. Office of the Ombudsman - Room 509 - 491 Portage
24. Manitoba Association for Rights & Liberties - 425 Elgin
25. Provincial Judges Court - 373 Broadway
    Witness Reception Centre
    Victim/Witness Assistance
26. Klinic Inc. - 545 Broadway
    Sexual Assault Program
27. Canadian Red Cross Society - 226 Osborne St. N.
28. Income Security - Central District Office - 164 Isabel
29. Canada Immigration Centre - 175 Carlton
30. Centennial Concert Hall - 555 Main
31. Courts of Canadian Citizenship - Room 200 - 303 Main
32. The United States Consulate General - 6 Donald


MAP AA
Downtown Winnipeg
Km 0
0.5
1Km
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RIVER
RED
PORTAGE AVE
MAIN ST
BROADWAY
ASSINIBOINE AVE
CUMBERLAND AVE
ELGIN AVE
ROSS AVE
PACIFIC AVE
WILLIAM AVE
LOGAN AVE
McDERMOT AVE
LOMBARD AVE
PIONEER
GRAHAM AVE
ST MARY AVE
COLONY ST
VAUGHAN ST
KENNEDY ST
EDMONTON ST
CARLTON ST
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DONALD ST
SMITH ST
GARRY ST
FORT ST
YORK AVE
MEMORIAL BLVD
OSBORNE ST
GOOD ST
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SPENCE ST
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FURBY ST
McMICKEN ST
SHERBROOK ST
MARYLAND ST
McGEE ST
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DEACON ST
ELLICE AVE
QU'APPELLE AVE
ARTHUR ST
KING ST
PRINCESS ST
ADELAIDE ST
DAGMAR ST
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FRANCES ST
BERTHE ST
HARRIET ST
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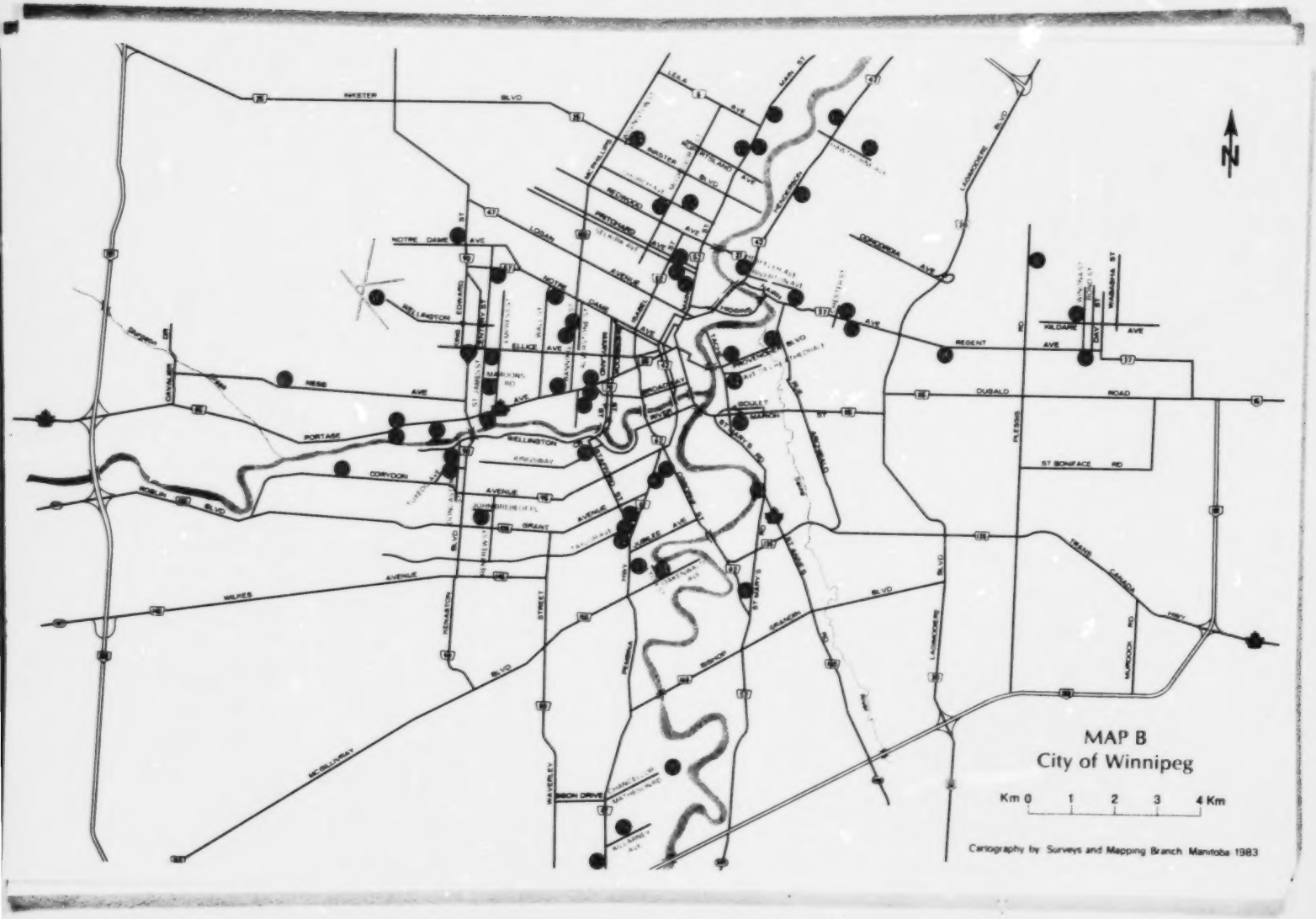
JUNO ST
KATE ST
LYDIA ST
NOTRE DAME AVE
BANNATYNE AVE
SHERBROOK
OLIVIA ST
PEARL ST
EMILY ST
ALBERT ST
RORIE ST
JAMES AVE
RUPERT AVE
MARKET AVE
GALT ST
HIGGINS AVE
HENRY AVE
ALEXANDER AVE
PORTAGE PL
HUNTLEIGH ST
KNAPPEN AVE
FAWCETT AVE
ALLOWAY AVE
PURCELL AVE
DUNDURN PL
CORNISH AVE
SARA AVE
MOSTYN PL
MAYFAIR AVE
MAYFAIR PL
BELL ST
ELWOOD ST
RIVER AVE
EVERGREEN PL
ROSLYN RD
ROSLYN CR
WILMOT PL
BERRY ST
BRYCE ST
BOLE ST
STRADBROOK AVE
RALFORD ST
SCOTT ST
GAULTHIER AVE
ST LEWIS ST
DONALD ST
WARDLAW AVE
GERTRUDE AVE
WESLEY AVE
WATER AVE
FURBY PL
85
42
57
70
62
52
47
N

Key to Map B

1. Transit Office - 421 Osborne St. S.
2. Driver Testing Centre - 141 Doncaster
3. Motor Vehicle Branch - 1075 Portage
4. Manitoba Motor League - 870 Empress
5. Autopac Drive-In Claims Centre - West Wpg. - 125 King Edward St. E.
6. Autopac Drive-In Claims Centre - South Wpg. - 930 St. Mary's
7. Autopac Drive-In Claims Centre - South Central Winnipeg - 420 Pembina
8. Autopac Commercial Claims Centre - 1981 Plessis
9. Celebrities Box Office - 667 Stafford
10. Parks and Recreation Department - 2799 Roblin. City of Winnipeg
11. Department of Natural Resources - 1495 St. James
    Information Office
12. Taylor Building - 693 Taylor
    Student Aid Branch
    Student Social Allowances
13. Red River Community College - 2055 Notre Dame
    Canada Employment Centre (C.E.C.)
14. St. Boniface College - 200 Cathedrale
15. University of Manitoba - Fort Richmond
    University Centre Building (U.M.S.U.)
    Student Records Office - Room 400
    Student Admissions Office - Room 424
    Canada Employment Centre
    Faculty of Law - Robson Hall
16. Winnipeg Education Centre - 15 Chester
17. High School Equivalency Tests - 528 St. James
    General Education Diploma
18. Sturgeon Creek Regional Secondary School - 2665 Ness
19. Acadia Junior High School - 475 Killarney
20. Transcona Collegiate - 1305 Winona
21. Princess Margaret School - 367 Hawthorne
22. St. John's High School - 401 Church
23. Tech. Voc. High School - 1555 Wall
24. Landsdowne School - 715 Wigington
25. River Elm School - 500 Riverton
26. Golden Age Senior Citizens Club - 410 Pritchard
27. J. B. Mitchell School - 1720 John Brebeuf
28. Kelvin High School - 155 Kingsway
29. Winnipeg Hockey Arena & Stadium Box Office - 1430 Maroons
30. City Social Services Office - 755 Henderson
    East Kildonan and Transcona
31. Daniel McIntyre School - 720 Alverstone
32. Department of Community Services and Corrections - 189 Evanson
    Child and Family Services - Central Office
    Regional Community Services
33. Funeral Planning and Memorial Society of Manitoba - 790 Banning
34. Community Career Resources Branch - 757 Lyon
35. Canada Employment Centre (C.E.C.) - West - 1822 Portage
36. Canada Employment Centre (C.E.C.) - East - 220 Hespeler
37. Canada Employment Centre (C.E.C.) - North - 1841 Main
38. Canada Employment Centre (C.E.C.) - St. Boniface - 170 Marion
39. Canada Employment Centre (C.E.C.) - South - 1048 Pembina
40. The City of Winnipeg Housing Authority - 394 Selkirk
41. LaSem Community Legal Services - 401 Provencher
42. Main Street Community Legal Services - 862 Main
    Legal Aid Manitoba's Immigration Clinic
43. Cablevision - 930 Nairn
44. Videon Cable T.V. - 651 Stafford
45. Regional Community Services - Northwest District - 1400 Henderson
46. Winnipeg International Airport - 2000 Wellington
    Canada Immigration Centre
47. Income Security - North District Office - 1790 Main
48. Income Security - Southwest District Office - 3rd Floor - 880 Portage
49. Community Mental Retardation Services - 831 Portage
50. Kildonan Park - 2020 Main
51. Regional Community Services - Northwest District - 408 McGregor
52. Regional Community Services - Southeast District - 233 Provencher
53. Regional Community Services - South District - 2989 Pembina
54. Regional Community Services - St. Vital - 598 St. Mary's
55. Regional Community Services - South Central District - 139 Tuxedo
56. Regional Community Services - Transcona - 108 Bond
57. Regional Community Services - West District - 2000 Portage
58. Regional Community Services - West District - 1981 Portage
59. Medical Supplies and Home Care Equipment - 1500 Regent


N
MAP B
City of Winnipeg
Km 0 1 2 3 4 Km
Cartography by Surveys and Mapping Branch Manitoba 1983

Key to Map BB

Hospitals

(H1) Health Sciences Centre
Emergency Dental Treatment Services - Room C308 - 700 William
Special Dental Clinic - 780 Bannatyne
Children's Centre - 685 William
Children's Hospital - 685 Bannatyne
University of Manitoba - 777 McDermot
Faculty of Dentistry
Dental Clinic

(H2) Concordia General Hospital - 1095 Concordia

(H3) Grace General Hospital - 300 Booth

(H4) Misericordia General Hospital - 99 Cornish

(H5) St. Boniface General Hospital - 409 Tache

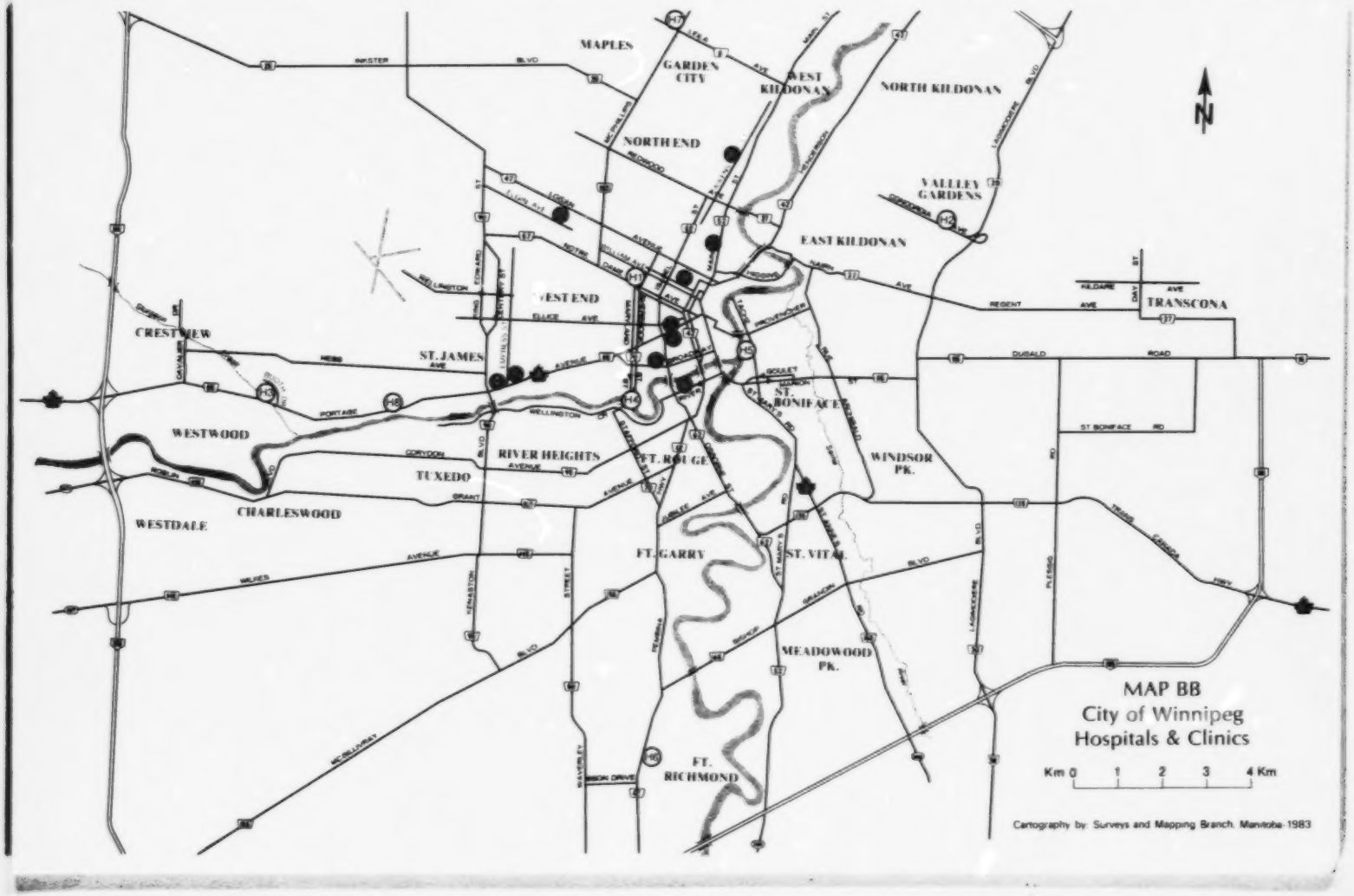
(H6) Victoria General Hospital - 2340 Pembina

(H7) Seven Oaks General Hospital - 2300 McPhillips

(H8) Deer Lodge Hospital - 2109 Portage

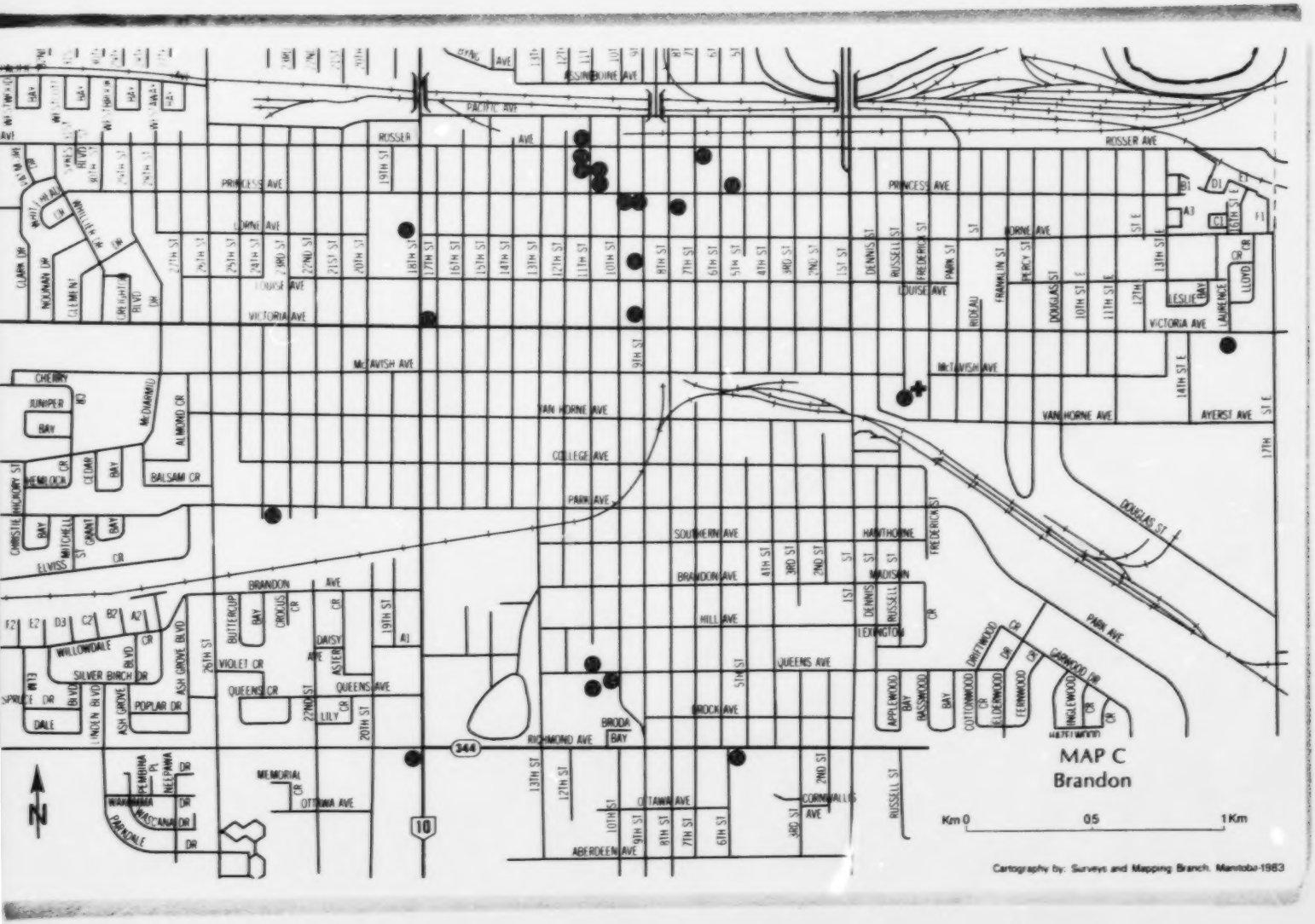
Clinics

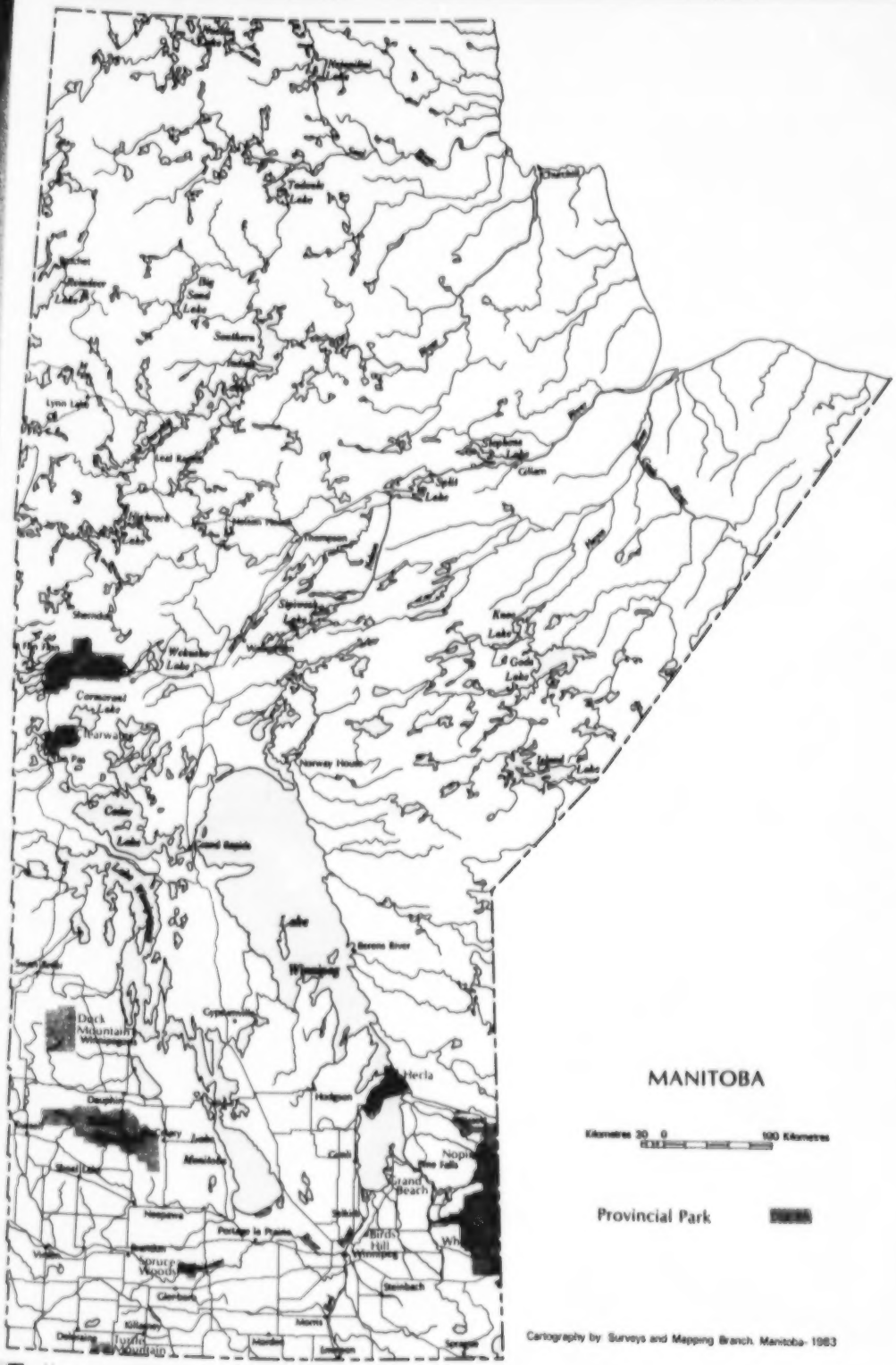
1. Manitoba Dental Association - Room 300 - 296 Kennedy
2. Mount Carmel Clinic - 886 Main
3. Manitoba Health Services Commission - 599 Empress
4. Manitoba Blue Cross - 100-A Polo Park Centre
5. Klinic Inc. - 545 Broadway
6. Community Health Clinic - 601 Aikins
7. Women's Health Clinic Inc. - Room 304 - 414 Graham
8. Community Health Clinic - 385 River
9. Health Action Centre - 425 Elgin
10. Sparling United Church - 1609 Elgin


MAPLES
GARDEN CITY
WEST KILDONAN
NORTH KILDONAN
NORTH END
VALLEY GARDENS
EAST KILDONAN
TRANSCONA
CRESTVIEW
ST. JAMES
WESTWOOD
TUXEDO
RIVER HEIGHTS
CHARLESWOOD
WESTDALE
FT. ROUGE
ST. BONIFACE
WINDSOR PK.
FT. GARRY
ST. VITAL
MEADOWOOD PK.
FT. RICHMOND
MAP BB
City of Winnipeg
Hospitals & Clinics
Km 0 1 2 3 4 Km
Cartography by: Surveys and Mapping Branch, Manitoba 1983

Key to Map C

1. Post Office - 1039 Princess
2. City Hall - 430 9th St.
3. Transit Office - 11th St. and Brock
4. Provincial Building - 340 9th St.
   - Driver Testing Centre
   - Health Unit
   - Vital Statistics Office
   - Child Daycare Services - 2nd Floor
   - Children's Aid Society of Western Manitoba
   - Department of Community Services and Corrections
   - Child and Family Services - Westman Region
   - The Women's Bureau
   - Manitoba Department of Labour and Manpower - Room 304
   - Regional Community Services
5. Manitoba Motor League - 940 Princess
6. Western Manitoba Regional Library - 1043 Rosser
7. Young Men's Christian Association (Y.M.C.A.) - 231 8th St.
8. Young Women's Christian Association (Y.W.C.A.) - 148 11th
   - Westman Women's Shelter
9. Brandon University - 270 18th St.
   - Student Aid Regional Office
   - Student Services - Admissions
   - Canada Employment Centre (C.E.C.)
10. Assiniboine Community College - 1430 Victoria Ave. E.
    - Canada Employment Centre (C.E.C.)
11. Trinity United Church - 6th St. and Richmond
12. Knox United Church - 18th St. and Victoria
13. Department of Natural Resources - 1129 Queens
    - Southwestern Region
14. City of Brandon Police Department - 962 Queens
15. Brandon General Hospital - 150 McTavish Ave. E.
    - Special Dental Clinic for People with Infectious Diseases - Room 105, Assiniboine Centre
16. Federal Building - 153 11th St.
    - Family Allowance Office
    - The District Income Security Office
    - Canada Employment Centre (C.E.C.)
    - Canada Immigration Centre - Room 217
17. Planned Parenthood Manitoba Inc. - Room 202 - 107 7th St.
18. Worker Advisor Office - 531 Princess
19. Westman Community Legal Services - 136 11th St.
20. Office of the Rentalsmen - Room B6 - 217 10th St.
21. Phone Centre - 1530 18th St.
22. Westman Cable T.V. - 909 24th St.


MAP C
Brandon
Km 0
0.5
1 Km
Cartography by: Surveys and Mapping Branch, Manitoba-1983
ROSSER AVE
PRINCESS AVE
LORNE AVE
LOUISE AVE
VICTORIA AVE
McTAVISH AVE
VAN HORNE AVE
COLLEGE AVE
PARK AVE
SOUTHERN AVE
BRANDON AVE
HILL AVE
QUEENS AVE
BROCK AVE
RICHMOND AVE
OTTAWA AVE
ABERDEEN AVE
AYERST AVE
DOUGLAS ST
PARK AVE
344
10



MANITOBA

Cartography by Surveys and Mapping Branch, Manitoba - 1983

USA
YUKON TERRITORY
NORTHWEST TERRITORIES
Great Bear Lake
Great Slave Lake
GREENLAND
BRITISH COLUMBIA
ALBERTA
SASKATCHEWAN
MANITOBA
Lake Winnipeg
HUDSON BAY
QUEBEC
ONTARIO
NEWFOUNDLAND
NEW BRUNSWICK
NOVA SCOTIA
UNITED STATES OF AMERICA
CANADA
Km 0 250 500 750 1000 Km
Cartography by Surveys and Mapping Branch, Manitoba 1983

Notes

Notes

Notes

Name	Address	Telephone Number

Name	Address	Telephone Number